



AQUATRINE

SUMMER 2012 news

From drought to drenched

Following reports in the last issue of Aquatrine News, the water resources situation across the UK now looks very different, with all hosepipe bans that have been in place since Spring now lifted.

Water levels in boreholes across the UK are now generally at levels which exceed those of a typical August. The exceptional rainfall experienced between April and June (the wettest

such period in more than 100 years) and the unsettled weather that we have experienced in July has allowed unprecedented levels of summer recharge to occur, raising aquifer and borehole levels. The outlook for water levels in late summer is looking good and, whilst we would encourage water to be used sparingly at any time to preserve this special resource, water restrictions no longer apply.

WaterAid200 challenge

Members of Veolia Water and Kelda Water Services separately battled the elements to complete a challenge set by WaterAid of 200 mountains, 2,000 people, one incredible day.

The epic adventurers from Veolia Water chose to walk the Buachaille Etive Mor in Glencoe. The first peak was Stob Dearg, then onto Stob na Doire. Gordon Clark and some of the team went on to Stob na Broige and followed the rest down via the same route. Meanwhile, the Kelda Water Services team, including Robert Marrill who had switched location from the Lake District at the last minute to try and avoid the bad weather(!), tackled Pen Y Fal in Wales.

The conditions on the day were very challenging with poor visibility and driving rain at both locations but the teams were spurred on by the thought of a roaring campfire and a well deserved barbecue waiting for them at the end and successfully raised £770 and £100 respectively for their efforts. Well done to both teams involved!



The Kelda Water Services team reach the summit



The Veolia Water team walked the Buachaille Etive Mor in Glencoe

Two worthy causes need your support

Although many of you have generously signed up for this year's Aquatrine Challenge, we still urgently need more people to take part in September, either at one of the two launch events at HMNB Clyde and RAF Brize Norton on 1 September 2012 or to adopt a "leg" to complete. There will also be a finale event at Catterick Garrison Leisure Centre on Sunday 30 September.

As the purpose of the Challenge is to raise much needed funds for WaterAid and Combat Stress, we are also looking for sponsorship, so please encourage people to dig deep and donate!

Please visit www.charitygiving.co.uk/aquatrinechallenge12 to make a donation.

For more information about the routes, please visit the Aquatrine website: www.aquatrine.co.uk and, if you haven't yet signed up or want to know more, please contact Jon Hanson: jon.hanson@keldawater.co.uk



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Aquatrine Supplier Association meets to share best practice

In May, some 40 members of the Aquatrine Supplier Association (ASA) met at Severn Trent's Head Office for a one day forum to share best practice across the Packages.

The presenters were set a few challenges in advance, some of which proved to be the most memorable part of the meeting.

The forum opened with Defence Infrastructure Organisation's Andrew Mathewson, who spoke of some of the challenges ahead as well as how the ASA has evolved.

Richard Anderson, the ASA's Operations Group Chair then handed over to Dave Godfrey, General Manager at C2C, who now takes up the mantle for the forthcoming year.

Richard Upton, Stuart Robinson and Annette Shaw then presented to the group from a Regional Representative/SETL perspective. Richard spoke of some of the challenges encountered and Dave Godfrey presented the ASA Business Plan and projects.

After lunch, members of the group were invited to share Health and Safety, Customer Experience and Environmental best practice by any means other than using PowerPoint. The three minute "download" presentations were followed by Q&As and proved to be most popular, including role play, posters, scientific experiments and demonstrations.

Dave Laurie from Veolia Water Nevis



The Kelda Water Services team reach the summit

demonstrated how a small probe can eliminate the need for staff to enter confined spaces to survey sewers. Lewis McCaffrey from Kelda Water gave a compelling presentation on the importance of meeting compliance obligations in respect of Health and Safety, the Environment and Security, and the C2C team scooped an award for their insight into customer service.

Following the unveiling of the Aquatrine website and plans for this year's Challenge, Dave Godfrey and Andrew Mathewson summarised the learnings from the day and the expectations of the ASA for the forthcoming year.



Andrew Mathewson presented awards to Dave Laurie, Veolia Water Nevis, (left) and C2C for their presentations during the Forum (above)



Draft Water Bill promises major reforms to water industry

Following the publication of the government's Water White Paper in December 2011, the first major milestone to implementation of its proposals for reform was passed on the 10 July with the publication of a draft Water Bill.

The proposed reforms which, together with changes in the way the industry is regulated, probably represent the most significant period of change since privatisation of the water industry in 1989. The reforms which will be introduced from 2017 onwards are aimed at incentivising competition and choice for businesses on who they can buy their water from; water trading between companies; the introduction of a sustainable abstraction regime; and new price controls which will govern how the price of water is set.

So what impact will these changes have on the Aquatrine Service Providers?

There are different impacts across Great Britain, as the reforms apply mainly to

England and Wales but with some differences to the competition proposals in Wales. The changes do not apply in Scotland, where different legislation and regulatory rules apply, and where business customers have been able to choose their retail supplier since 2008.

In a nutshell, the changes will give the Aquatrine Service Providers choice about whether they purchase their water and waste water services from the local water company, or an alternative retail supplier (a "new entrant"), in much the same way we can now buy electricity or gas at home. Different retailers will provide choice in the retail services provided for customers and the price they pay for them, for example; the way they are billed; the way they pay for services; and the level of support and advice a customer receives from the retailer.

The other major change which will be created by the reforms, but over a longer

timeframe is in the areas of water trading and sustainable abstraction regimes. Water trading will be encouraged between the holders of abstraction licences, which may enable cheaper or more plentiful supplies in one area to be used to supplement more expensive or scarce supplies in another. In Aquatrine terms, this could mean taking spare capacity in a borehole, and pumping it into the local water company's network for them to use wherever they need it. Allied to this, the Environment Agency will over time be reviewing all licences and permits to ensure that water is only ever abstracted in quantities and at times which do not harm the environment.

There is a long way to go before much of this becomes a reality, but the draft Water Bill starts to bring the future into focus, and allows the Aquatrine Service Providers to think about how they can best harness the changes for the benefit of the Defence Estate.

Solar powered water meters

Providing mains electricity to on-site water meters can have its challenges with the physical location of some of the meters (e.g. outdoors and often away from a power source). To overcome this, C2C is trialling a project with 10 ABB AquaMaster electromagnetic water meters powered using photo-voltaic (solar) powered supplies. The photo-voltaic power supply is suitable for most outdoor locations and requires minimal commissioning.



Using solar-powered water meters can have a number of benefits; improving the continuity of measurement for leakage and consumption, and reducing the electric consumption - therefore the carbon footprint which is generated by business activity, an issue close to the heart of many.

Once the solar panel has been installed for three years, C2C will have saved the cost of a new battery and more importantly the installation time, the frequency of maintenance visits and the mileage incurred whilst carrying out routine meter battery changes, also helping prevent the loss of critical measurement data.

The environmental benefit is a carbon

footprint saving of 7,700 fewer batteries being required over the remainder of the Aquatrine Contract, this is the equivalent electricity saving of one domestic kettle boiling for one hour a day for a whole year! In addition, the transmitters for the meters that aren't suitable for a photo-voltaic power supply can also be re-used as spares.

C2C has used this trial to thoroughly test the potential of this method, with solar panels being installed on existing water meter kiosks used to house meter transmitters. It was established on a site-by-site basis at the optimum angle to align the solar panel to gain the most sunlight. The life of the internal 'super capacitor' was tested to see how long it would

continue to pass information whilst the photo-voltaic panel was covered up. When the panel was covered up, the transmitter switched into sleep mode. To conserve power it woke up daily to send SMS of 15 minute readings. After nine days the transmitter stopped sending data, but continued to record. Once the cover was removed the unsent text messages were received. This trial gave C2C reassurance that in periods of low light the continuity of data is maintained.

The first three month trial has been so successful, that C2C has extended this to a further 20 sites, with the potential of extending this across all 1,100 meters across Package C.

Aquatrine Supplier Association Health & Safety Performance

The Aquatrine Supplier Association (ASA) Health & Safety Working Group has been monitoring initiatives in order to improve the health and safety across the Aquatrine contract.



Our statistics have shown that incidents relating to street furniture have been reduced by 75% compared with the previous year. It is believed that this reduction is largely attributable to the reporting efforts of sites and the Regional Prime Contractors. This is just

one success story where hugely beneficial changes have occurred because we have all worked together.

Did you know...?



Within Aquatrine, most injuries sustained by employees and contractors last year were attributable to manual handling. What are we doing about it?

Despite the fact that all employees across Aquatrine undertake manual handling training, incidents are still occurring. This is why C2C has developed a toolbox talk on manual handling which has been shared across the ASA to raise awareness amongst our employees and contractors.

The highest number of near misses reported last year was due to Contractors not wearing the correct PPE for the task at hand. What are we doing about it?



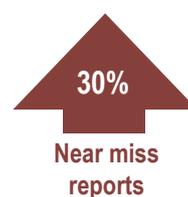
The ASA continues to undertake office and on-site audits of Contractors and will be undertaking more unannounced visits to anyone working on their behalf on MOD Establishments. Contractors will be appropriately managed if non-compliance is identified.

All employees are aware that they are perfectly within their rights to stop a job if they believe that the prevailing risks are not being managed appropriately.

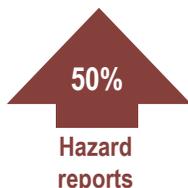
Success?

Through the ownership and determination of its employees, ASA have identified several positive changes when compared to the previous year.

RIDDOR reportable incidents



Non-reportable incidents



This is good news but we cannot take our eye off the ball. Let's make 2012/13 even more of a success!



Interview with... Colin Hobbs, PMO Leader



Colin Hobbs

● You've recently taken over the role of PMO Leader. How long have you been involved in Aquatrine and in what capacity?

I have been with Aquatrine from quite early in its operation and while I was not involved with the initial contractual set up, my first role was making 'the words' work on the ground so quickly gained practical experience of what the contract actually delivered for its customers. Naturally many lessons were learned, not least that customer expectations were as widely diverse as many of the sites! The challenging and the interesting part of my work has always been to deliver an Aquatrine service while respecting contractual realities and in this, the PMO and Service Provider organisations have used the partnering ethos to true effect.

● What does your typical day entail?

As you may suspect typical days in a role like this don't really exist! Time is spent dealing with team and personnel issues engaging with customers and industry partners and providing the glue between delivery and internal government business. More time is being focused on the changes anticipated under DIO Transformation and ensuring that the Aquatrine arrangements are appropriately bedded into the future Organisation.

● What are your expectations for the Aquatrine Supplier Association over the next 12 months?

The ASA has been a real benefit for Aquatrine as a whole by focusing on key areas that can benefit all partners. The

outputs we have achieved have really helped day to day business for those delivering as well as receiving the service. While the ASA Business plan is well formed and key deliverables being worked on I am keen that we build on the success of previous years and identify one really big theme which all four partners can get our teeth into. My sense is that DIO Transformation is our biggest opportunity and Aquatrine's involvement may provide the challenge we are looking for.

● What do you see as the biggest challenge faced by Aquatrine?

There's a theme developing here! Navigating the huge changes which DIO are undergoing while ensuring customer service delivery is seamless will be the biggest challenge. Aquatrine deliverables need to be fully embedded going forward. My job is to ensure that our Service Provider's voice is heard and that they are fully on board with the transition. The Strategic Defence and Security Review is having an impact on all those using and delivering site infrastructure and Aquatrine will need to continue to adapt creatively to the changing environment.

● Are there any changes that you'd like to see?

Now Aquatrine is embedded under the Infrastructure PFI wing of DIO there are real opportunities to better share expertise with our other PFI colleagues. Also better links with other Utility delivery mechanisms within DIO should help deliver improvements on the ground. Aquatrine has some real good practice which can be drawn on to aide

wider DIO both in delivery mechanisms and customer service and these are being actively pursued. Internal changes to staff structures have made us really concentrate on realising some process efficiencies both in the PMO but also with our Partners. While this process needs to continue I need to balance it against a need for a level of stability and a focus on 'getting the day job done' so change for change sake is not on the cards!

● Do you have any other comments on Aquatrine that you would like to share?

A thank you to all who are working so hard on the MOD side and Service Provider side to continue to deliver customer expectations whether on the ground or in a supporting role, in what is a difficult and ever evolving environment. It is all too easy to expect business to continue as usual but I know from experience how much effort and professionalism is involved. Issues can inevitably still arise but I strongly believe that the Aquatrine team has delivered on its promise to provide end to end water and waste water services to its MOD customers in a truly value for money arrangement.



Gordon Clark,
General Manager at
Veolia Water Nevis

A new leader at Veolia Water Nevis

On 1 July 2012, Gordon Clark officially took over the reins as General Manager at Veolia Water Nevis from Richard Anderson who has taken up another role within Veolia Water.

Gordon has worked with Aquatrine Package B for four years, previously holding the post of Technical Services Manager for Nevis responsible for delivery of the contract before

becoming Acting General Manager in April. Gordon has a background in operations and project management which will serve him well in his new capacity.

Of his recent appointment, Gordon said: "I am delighted to have this opportunity and have a great team around me who continue to focus on providing an exceptional customer experience for Aquatrine Package B in Scotland."