

DEVELOPING AN EFFECTIVE, CONSULTATIVE AND INNOVATIVE SUPPLY CHAIN TO THE UK WATER INDUSTRY

The SBWWI – Turning a virtuous circle into a wheel of fortune

There are an estimated 1,000 trade associations in the United Kingdom – there's even a small one for miniaturists! The SBWWI's mission is to be recognised by its members and water industry professionals as one of this country's leading trade associations. To help achieve this goal, the SBWWI has created a 'virtuous circle' which clearly identifies the benefits it generates for members – both new and old.

'The circle is an excellent metaphor for the work undertaken by the SBWWI on behalf of its members because it is continuous and all-encompassing.' Carol Hickman, Executive Director, SBWWI

Whilst efficiency is at the heart of the SBWWI circle, its lubrication is communications. The weekly news bulletin contains concise industry information with links to relevant articles, statistics and websites. If you've ever tried to monitor the immense output of reports and data from Ofwat, you'll appreciate that the summaries in the bulletin are invaluable. Further communications tools include the SBWWI website (www.sbwwi.co.uk), the product and services directory and – of course – this newsletter!

No man – or trade association – is an island, and the SBWWI has developed close links with all the water industry's key stakeholders including Water UK, Achilles and Defra, to name just a few. Most of the sector's key issues cut across the lines which separate regulator, water company, contractor, manufacturer and distributor. Working in partnership, the SBWWI has organised seminars and workshops on topics such as leakage, wastewater and multi-lay.

Newsletters and bulletins: helpful and time-saving. Seminars and workshops: undeniably informative. Intelligence obtained from direct contact with water companies, framework contractors and competitors: absolutely irreplaceable. The SBWWI has developed a well-established schedule of meetings at which members receive answers to specific questions. If you have a sensitive topic or concern, this can be raised anonymously using the SBWWI as a conduit.

SBWWI activity is not restricted to the UK; many members are active in international markets, and close links have been developed with UK Trade and Investment and other bodies which can assist in developing export opportunities.

Water is a natural resource unlike any other. Any relaxation of technical, safety and environmental standards can truly damage the 'health of the nation'.

some organisations with fingers in the regulatory pie. In recent months the SBWWI has co-ordinated collective responses on numerous occasions, most

Institute's Future of Utilities conference.

Innovation is crucial to the vibrancy and future growth of the SBWWI itself. In recent months it has taken the lead in raising awareness of the potential impact of the Freedom of Information Act on members through briefing notes and a seminar. In 2004 the SBWWI commissioned market research on both the draft and final AMP4 settlements, and continues to seek out opportunities where research can benefit all members. The SBWWI has raised its own profile and that of its members through regular articles in the trade press, particularly on the implications of AMP4 and the impact of the self-lay guidelines.

The SBWWI is a facilitator. The value organisations derive from membership is directly related to the input they make. By becoming fully involved in the activities of the society, members have the opportunity to translate the virtuous circle into a wheel of fortune.



Through working groups and training, the SBWWI ensures that its members are able to contribute fully to progress in these areas which often have a significant impact on companies' activities. Concentrating on day-to-day commercial realities, it is easy to become blinkered and overlook changes which can provide both opportunity and threat.

The speed of the 'virtuous circle' is governed to a large extent by regulation; Ofwat, Defra, the Environment Agency, and the Drinking Water Inspectorate are just

recently working on the proposed amendments to Ofwat's self-lay guidelines, to the draft Traffic Management Act, and to the ongoing resolution of Sewers for Adoption.

The regulatory pressure on water companies to achieve efficiency savings makes the UK water industry receptive to innovation. Water UK recently held a forum on innovation which the SBWWI attended on behalf of its members subsequently publishing a summary of the salient points. The SBWWI also attended the Adam Smith

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'We heard about the possibility of financial support for export marketing activities through a presentation given by UK Trade and Investment at an SBWWI meeting. With the help and assistance from the South Yorkshire International Trade Centre, we successfully applied for funds from the UKTI to help support market screening activities and representation at overseas exhibitions. As a result we were able to identify, and make direct contact with, key end-user clients and distributors in target markets.' Jon Crean, Commercial Director, Flex-Seal Couplings Ltd

Exec Director Report



Welcome to the August edition of the SBWWI News. I hope you will enjoy reading about what the Society and its members have been doing since the last publication..... and there is certainly a lot of detail and information packed into this edition!

The front page summarises some of the activities we undertake on behalf of our members; identifies what our members can bring to the water industry in terms of innovation, technical and contracting expertise; and reiterates the value that SBWWI membership can bring to our member companies.

During the period leading up to and including the release of the Final Determinations, SBWWI has provided its members with summaries of the various reports that have

been released. Feedback from members on these reports has been very positive and we are, therefore, currently working with Ofwat to produce a further document in the Autumn, based on the water companies' June Returns.

I'm pleased to report that Seminars on Leakage, Multi-Lay (jointly with SBGI) and Wastewater will continue in 2005/06 and planning is already in place for all three of these topical areas (further information can be found throughout this publication).

All in all, a busy but productive last six months for the Society.

I hope that many of you will be able to join us at our AGM and Annual Lunch in October, where you can meet the Management Committee and hear about the Societies' future activities into 2006 and beyond. Lunch will immediately follow the AGM.

Kind regards

Carol

AGM 2005

SBWWI Annual General Meeting & Lunch 2005

Thursday 27 October 2005 - Hilton Hotel, Warwick

We are delighted that Margaret Devlin, MD of South East Water has accepted our invitation to be the after-lunch speaker of the Society's 18th AGM Margaret will give an overview of the PR04 process; the implications of the WFD; new housing development and potential water scarcity issues.

Invitations to water industry guests have been issued and a considerable number of acceptances have been received to date. The event will, as always, provide an excellent opportunity for networking.

At the time of publication tickets for the lunch can be still purchased by SBWWI members at a cost of £48 per person. Bookings can be taken for individuals or, if you wish, corporate bookings can be taken for numbers up to a maximum of 12 per table.

Please contact the SBWWI secretariat on 01926 831530 for further details.



WATER UK

Water UK Innovation Conference Monday 23 May 2005. DTI Conference Centre, London. 'Innovation in Water'

Innovation, described as "the successful exploitation of new ideas – incorporating new technologies, design and best practice, the key business process that enables businesses to compete effectively in the global environment" was the topic of a conference hosted by Water UK on 23 May 2005.

Pamela Taylor, Chief Executive of Water UK opened the discussions and the keynote speech entitled "The Innovation Challenge" was given by Lord Sainsbury, Parliamentary Under-Secretary of State for Science and Innovation.

Conference discussions were aimed at

identifying how best water companies could address these challenges by providing the best solutions to benefit the consumer, the environment and the economy. It was reported that many water companies would need to go beyond tried and tested methods and become more innovative in terms of developing new technology, work practices and processes.

The need for the industry to have a long-term vision in order to plan efficiently for a sustainable future was reported throughout the day and the afternoon break-out sessions provided some interesting feedback for the supply chain. The industry recognised the need to work with the supply chain to explore and implement new technologies and methodologies available in order to deliver AMP4, while maximizing cost efficiencies.

- CALENDAR OF EVENTS -

Date	Meeting/Event	Venue
12 July	WRc Domestic Metering Conference with SBWWI sponsored Exhibition	Swindon
26 July	Liaison Meeting with South West Water	Exeter
27 July	Liaison meeting with Bristol Water	Bristol
1 September	SBWWI Section Meeting	Leamington Spa
7 September	Management Meeting	Leamington Spa
22 September	Liaison Meeting with South East Water	Haywards Heath
October (TBC)	Liaison Meeting with United Utilities	Warrington
5 October	Liaison Meeting with Northern Ireland Water Services	Belfast
October (TBC)	Liaison Meeting with Severn Trent Water	Shirley
18-21 October	IWEX	NEC
27 October	SBWWI AGM	Warwick Hilton
1 November	Liaison Meeting with Northumbrian Water	Pity Me
7-8 November	Infrastructure Asset Management Conference – endorsed by SBWWI	London
10 November	Liaison Meeting with Thames Water	Reading
16 November	Liaison Meeting with Yorkshire Water	Bradford
6 December	SBWWI Leakage Seminar	Coventry
7 December	SBWWI Section Meeting & Christmas Lunch	Leamington Spa
14 December	Management Meeting	Leamington Spa

1986... That was the year that...

- The Statue of Liberty celebrated her 100th birthday
- Tragic Chernobyl nuclear power plant accident
- Tom Cruise stars in the feature film Top Gun
- The film Aliens is released
- James Cagney dies
- Fuji introduces the digital camera
- Mike Tyson became the youngest man ever to win the World Boxing Council heavyweight championship of the world
- The Pet Shop Boys, A-Ha, Boris Gardiner (who?!), Madonna and Chris de Burgh all topped the UK charts

And...

SBW(WI) was formed!

Unbelievable but true.... 2006 will see the Society's 20th year of activity. Members of the Water Liaison Committee, under the umbrella of SBGI, had recognised the need for wider, comprehensive representation to achieve an

effective impact and thus the concept of a possible new association for manufacturers and contractors serving the water industry was conceived. The first Open Meeting was held on 30 July 1986 at the De Vere Hotel in Coventry where interested companies (many of whom who have continued its membership; a few subjected to mergers and some sadly no longer trading) discussed the formation of the new water organisation.

The objectives of the new Association are as relevant now as they were then (quote taken from the 1986 minutes):

- "To provide a forum for consideration and discussion of all matters of mutual interest to member Companies; and
- To seek to represent those interests in discussions with HM Government, Water Authorities, Water Research Centre, Water Industry Training Association, BSI and other Trade Associations"

SBWWI will be undertaking a number of events throughout 2006 to celebrate 20 years of service to the industry, so

Watch this space... !

CPA

Tougher Times

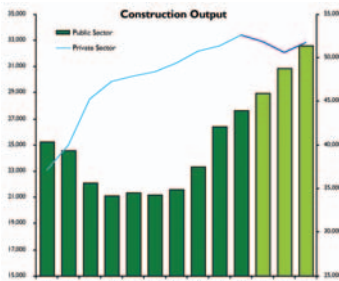


Allan Wilén, Economics Director for the Construction Products Association assesses the industry's prospects

After strong growth over the last three years the construction industry now faces a more uncertain global economic outlook, weaker private sector demand and the turbulence of rising energy and raw material costs. Overall the construction industry is forecast to avoid recession, but with output rising less than 1% per annum in 2005 and 2006, continued growth will be critically dependent upon the delivery of promised government investment.

Higher government investment and strong consumer confidence have been the principal drivers for construction growth over the last three years, enabling the industry to outpace growth in the wider economy. However, slower growth in disposable incomes, higher mortgage payments and a cooling housing market are now tempering related construction areas such as housing, retail and leisure premises. Slower UK economic growth and an uncertain global economy are also forecast to constrain UK corporate profitability and investment intentions, especially in manufacturing. Overall private sector construction activity is expected to slip back this year and next.

Accordingly, government investment (including PFI projects) will be the primary source of industry growth over the forecast period. Public sector investment has already risen sharply over the last three years, although actual spending has still fallen short of Government plans.



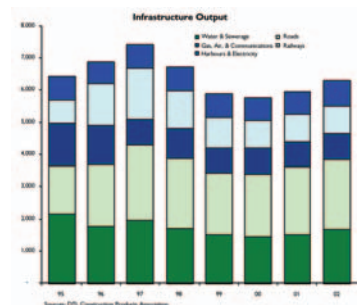
While further rises are predicted in public sector investment over the forecast period, the pace of growth is expected to moderate during 2005 before recovering in the subsequent two years. Growth is forecast to remain centred upon the Government's priority areas of health, education and social housing. Additional construction activity generated by London's successful Olympic bid will fall outside the forecast period.

Infrastructure weakness

In contrast infrastructure investment has been a particular area of disappointment over the

last two years, with double digit declines in rail, road investment and water industry expenditure initiating a 12% fall in infrastructure output in 2004.

Road activity was hard hit during 2004 by reductions in the Highway Agency's Targeted Programme of Improvements. The Agency now has a more positive investment programme which is expected to support a modest improvement in activity over the forecast period, while the sharp decline in railway output over the last two years is expected to moderate during 2005 and 2006.



Overall new orders for water and sewerage projects fell 11% last year, following on from a 25% drop in 2003. However, new orders have had a more positive start to the current year, being 92% up on an admittedly weak first quarter a year ago. Whilst there has been general industry disappointment at the progress of the Early Start schemes, recent order figures and the findings of the latest CECA survey indicate that work is filtering through.

Nevertheless, given the sharp fall in new orders over the last two years, the Early Start Programme is predicted to be insufficient to prevent a 5% fall in water and sewerage output during 2005. Output is expected to subsequently recover, growing by 5% and 10% in 2006 and 2007 respectively, as water companies begin to implement their new investment programmes set out in the OFWAT regulatory review.

Review of private sewers & drains in England & Wales

In a response to its consultation paper in October 2004 the Government undertook to look at transfer of ownership to sewerage undertakers in more depth. At the SBWWI conference in January 2005 Defra reported that there were a number of fundamental issues surrounding any possible transfer that needed further consideration. These centred around how a potential transfer should be implemented.

The primary objective of Defra's stakeholder seminar later that January, 'Review of Existing Private Sewers in England & Wales: What Next?' was to pare down the various options to those that were sustainable. Defra was very grateful to the large number of attendees who gave their time and contributed so effectively. The seminar achieved its aim and also helped to identify areas in which more work was needed. Since January this work has continued and Defra has pursued a number of tasks.

Defra is currently managing a qualitative customer survey that aims to examine customers' views and awareness on current ownership and the possible transfer of private sewers and drains. The survey, which is being conducted by MVA Ltd in partnership with WRC, comprises 20 focus groups – 2 in each of the water and sewerage company areas. Defra has been closely supported by WaterVoice on the survey and has also

received input from Ofwat. This research seeks to fill a gap in responses to the original consultation, which primarily came from industry and local authorities. A final report on the survey is scheduled for the end of July 2005. Defra may take its research into customers' views a stage further later this year by undertaking a quantitative study to look in more depth at customers' thoughts on costs.

Another significant and related strand of work is Ofwat's modelling on costs for possible transfer options. This aims to gauge the impact of the various options for transfer on customers' water and sewerage bills, covering overnight or progressive and compulsory or voluntary transfer.

The Department recently undertook a Small Firms Impact Test (SFIT) and is continuing a competition assessment. The SFIT was conducted with the support of the Small Business Service (SBS) and involved

identifying and contacting via a telephone survey small businesses in the drain repair industry across England and Wales. Its aim was to gauge the views of micro-businesses on the possible transfer. The competition assessment is being completed with guidance from the Office of Fair Trading (OFT) and will cover each option for transfer and its impact on competition and consumers. The results of the SFIT, the competition assessment and the findings of the customer survey will feed into a Regulatory Impact Assessment (RIA) that the Department is in the process of preparing.

The intention is that this RIA would accompany a second consultation paper on the scope and form a transfer may take, if the principle of a transfer to sewerage undertakers is approved by Ministers late this summer. If this consultation was to go ahead, the likely timing would be early in the autumn.



New Rules, New Technology & a New Tomorrow

The fourth annual Streetworks Conference was held on 18 and 19th May 2005 at Cardiff International Arena, 500 delegates attended the conference, organised by Surveyor (the technical services weekly magazine) and HAUC (UK) (Highway Authorities and Utilities Committee).

Andrew Davies AM, Minister for Economic Development and Transport set the scene for the first day with a Keynote Address, followed by several speakers from Highways Authorities, County Councils, Transport for London and Utilities. Breakout Sessions were undertaken at the close of the first day focussing on Network Management Duty, Permits and Notices and Long Term Damage Stage II and Compliance Testing.

The Act is aimed at improving traffic flows and brings significant changes to the way streetworks are carried out, including:

The TMA requires that Authorities now proactively manage their local road networks. It gives them a duty to co-ordinate all activities on the highway, taking account of vehicle drivers, cyclists and pedestrians.

The second day opened with a German perspective on how streetworks were undertaken in Stuttgart, followed by presentations on Section 74, Diversionary Works Code of Practice, Reinstatements and Training & Accreditation closing with views on the enforcement of FPN's and a summary of future implications of the Traffic Management Act.

All presentations can be accessed from the HAUC website : <http://www.haucuk.org/>



IWEX 2005 - the key networking event of the water industry's year – is shaping up to be the biggest yet...

This year's IWEX will be the eleventh show and is set to be even bigger than the last one. Cristina Melenchon, marketing manager for IWEX 2005 said: "so far, exhibitor numbers are looking good. We've had more interest than ever before and we've already signed up a number of brand new exhibitors." Steve Burnham from Acrison, a company specialising in the provision of dry chemical dosing and preparation systems and a first time exhibitor, said: "We wanted to come to the show as we have a whole raft of new products now available for the UK market. IWEX is the most important water event in the UK and we need to raise our profile here."

With 160 exhibitors already signed up (over 80% of the floorspace is already allocated) and another 150 expected to come on board, and with more than 8,000 expected attendees, IWEX 2005 is shaping up to be the biggest show yet.

New this year to the show will be a product demonstration zone, where the latest innovations in the marketplace can be showcased, as well as an advice zone where Agencies such as UK Trade & Investment, a

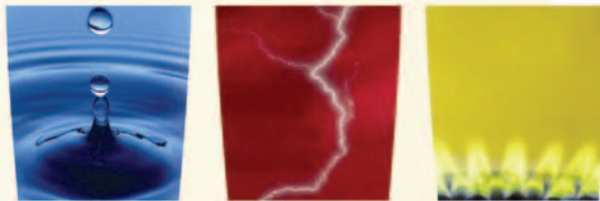
law firm, OFWAT and other organisations will be on hand to answer questions from exhibitors and visitors. It will be a great networking event with a packed programme of break out events, including: Water in Industry Seminars and Water Industry presentations from Cranfield School of Water Sciences.

IWEX is the only UK event where water consultants, water equipment manufacturers, water companies and a diverse range of commercial water users, get together under

one roof. IWEX 2005 will provide a forum for all of these companies to meet, discuss the latest legislation, explore the latest issues and share the latest technologies and services. For further information about IWEX or to register for free tickets to visit the show, visit www.iwex.co.uk or call Cristina Melenchon or Emma Lomax on +44 (0)1895 454545. The event is being staged by the Turret Group, organisers of the hugely successful IWEX 2003.

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LEAKAGE

The UK's first hosepipe ban for nine years came into force last month as industry experts predict pressure on supplies will increase. Population demands, unpredictable weather and the growing demands of householders are all given as reasons. Even the prospect of enforced water meters is in the headlines as UK water companies seek powers to deal with shortages.

Amid warnings of water restrictions and at a time when the Environment Agency is calling on water companies to restrict water use to avoid worsening problems, Thames Water and United Utilities have failed to meet their latest leakage targets. Overall though, the UK's 23 water companies did manage to reduce overall leakage by about 1%, or 40 million litres this year.

Targeting Thames Water's performance, Ofwat's director general Philip Fletcher was less than complimentary quoted as saying the "only bright side" is that they have reduced leakage this year by a "significant" 3% or 30 million litres per day. Thames Water is now faced with having to use its contingency reserve in north London, the first time since 1997.

In April, Ofwat was awarded new powers to fine water companies who missed their leakage targets. However, as both Thames and United Utilities are working towards improving their networks to cut leakage no action is expected to be taken, on this occasion.

With SBWWI becoming recognised as a source of expertise and information on leakage the Society has agreed to organise a 2005 seminar programmed for 6 December at the Technology Park, Coventry. There has never been a better time to collectively review how leakage is impacting on the whole of the water industry, and using these annual one-day leakage seminars we can outline some different approaches and improvement initiatives to hopefully benefit the water industry.

DAILY UK WATER LEAKAGE*

Overall - 3,609 million litres - down 41 million litres

Thames Water - losing 915 million litres, down by 30 million litres. Target 905 million litres

United Utilities - losing 500 million litres. Target 470 million litres

Cambridge Water - losing 14.2 million litres. Target 14 million litres

*Source: Ofwat

At last year's well attended one-day Leakage Seminar titled "what the ELL is happening to leakage", a number of informative and linked presentations from OFWAT, EA, Water Companies and Consultants re-examined topical issues. Changing the theme slightly, for this year the Society is to focus on areas of interest highlighted as "important" by UK Leakage Managers, and industry experts. Similar to our previous seminars, it is envisaged that the regulator will set the scene, leaving the majority of the day to presenters to share experiences and advice to interested parties.

If you would like to hear and learn more please contact Carol at the SBWWI who will send you information about this or the activities of the leakage-working group.

Bob Clarke - Balfour Beatty

EXPORT

2005 has proved to be a very active year to date for the Export Group.

We've had several meetings with UK Trade & Investment; attended lunches with overseas Ministers from Mexico and South Africa; had representation at the series of UKT&I Seminars held across England to highlight its activities; and been involved in the establishment of the new 'Capability Statement', a web-based directory of UK suppliers interested in supplying to the overseas market.

In addition, UK Trade & Investment, SBWWI and British Water visited several UN organisations in Geneva to understand their procurement procedures and requirements for emergencies. A report on each of the discussions was circulated to the Export

Interest Group and is available on request from the secretariat.

During the meetings with UKT&I, several other initiatives were highlighted, for instance, involvement in overseas exhibitions; inward missions (7 countries) during IWEX and the opportunity to meet with delegates; and funding proposals.

All in all, a very good start to 2005 for the 'Exporters' and we hope to build on this renewed interaction with UKT&I for the foreseeable future. UKT&I, together with the company who will be maintaining the Capability Statement web site, attended the last Export Group meeting (4 August) and notes from this meeting will be circulated shortly.

Garth Jones - Langford Water

WASTEWATER

A good turnout for the last Wastewater Working Group meeting on 29 June 2005 produced some good discussion and debate on the very topical issue of the DEFRA Review of Private Sewers and Drains. Bradley Bates, DEFRA, had provided a brief summary of activity, which was circulated to the Group and is covered in more detail on page 3 of this publication.

With no further input required at this point from SBWWI members, discussions then focussed on the content, theme and organisation of the 2006 Wastewater Seminar. The main points raised are illustrated below:

North/South?

A brief survey had been circulated to members to identify the support for two seminars, north and south their preferred location(s). Responses had confirmed that the Group should progress two separate events, with Leeds and Oxford being the preferred locations. Investigations are currently being undertaken with regard to suitable venues.

When?

Taking account of other industry activities during 2006, it was agreed that the first Seminar should take place in Oxford followed by the Leeds seminar in October.

Out with the old.....?

After discussion, it was considered that the 'Cinderella' theme would not be pursued for the 2006 seminars. However, the Group will no doubt capture the interest of the industry with a similarly creative strapline!

What and Who?

Water company wastewater contacts and member companies have been approached directly for their thoughts on topics to cover

during the days' presentations and responses will be considered at the next Group meeting. Early thoughts indicate the adoption of private sewers and AMP4 procurement processes should be covered.

Sponsors/exhibitors?

The Group agreed to approach members for their support in the form of sponsor/exhibition space take-up and advance information has already been circulated, with a very positive response received to date.

So, a different approach for next year's Seminars, with topical, targeted presentations relating to specific geographical areas of the country being provided. The format of running two seminars North and South will alleviate some of the difficulties encountered by the water industry in time and travel and in turn, encourage more water company representatives to attend.

We will be issuing regular information on the progress of the wastewater seminars during the course of the next few months and a more detailed update will be included in the next SBWWI Newsletter.

John Beech - Insituform

For information, the next meeting of the Wastewater Group will be held on Tuesday 16 August at the SBWWI offices.

HEALTH & SAFETY

The SBWWI Health & Safety Group has recently been re-formed and met on 3 May 2005, with Gordon Lyon, CSTS, taking on the Chairmanship of the Group. In opening the meeting, Gordon outlined previous H&S activity within SBWWI and the rationale for reforming the group.

SBWWI has undertaken several member surveys in the past to identify 'Technical Expertise' amongst the membership, which included the area of Health & Safety. Following on from this, a need had been highlighted to establish a collaborative group who would share best practice on confined spaces, jetting, 'near miss' reporting, etc., and the H&S meeting had, therefore, been called to discuss how best to develop this concept as a resource for SBWWI members.

Meeting attendees discussed several potential activities and the main role of the Working Group was initially identified as:

- To encourage use of new standards (both large and small contractor companies)
- To influence industry organisations that set the training / H&S standards
- To invite industry speakers to attend H&S meetings
- To provide 'Near Miss' reporting (Safety Alerts)
- To co-ordinate 3rd party training providers
- To assist smaller companies without a dedicated H&S resource

It was considered that a much closer liaison should be undertaken with Energy & Utility Skills (as the administering body for standards) and E&US would be invited to attend a future H&S meeting to identify how the Group could provide input into their discussions.

All in all, some very good discussions undertaken and positive actions highlighted to take this group forward and we would encourage other members' H&S personnel to attend the next meeting to be held on Wednesday 24 August at the SBWWI offices in Leamington Spa.

Gordon Lyon - CSTS

SPECIALIST PRODUCTS & SERVICES

The Specialist Products & Services Group has gone from strength to strength over the last 6 months with three contractor liaison meetings completed and a busy schedule planned for the next year at least. Early indications are that these liaisons have proved to be very beneficial to the members who do not normally get the opportunity to learn first hand from directors and senior management, what their potential contractor customer's strategy is and how they intend to manage the AMP4 procurement process for their water company partners. Already we are seeing considerable differences in approach, which can lead to opportunities for the specialist businesses. For example, Tom Mannion of Pipeway has been having discussions with Daniel Contractors on how they could cooperate on future bids following

one of our liaison meetings and this shows how our group can turn this SBWWI membership activity into an opportunity. We hope that as these meetings develop, we can demonstrate benefit to the contractors by making them aware of some of the specialist skills and products we can offer and help them with innovative and creative solutions to better manage the AMP4 programme. Meanwhile, our numbers have been growing with the addition of a few more core members. We still feel that we need more businesses to join us to generate fresh ideas and we are targeting those in SBWWI who we believe could benefit from being in the group. If you would like some information, then please contact Carol Hickman or

Carl Millington - Engenica.

METER MANUFACTURERS

The Meter Manufacturers Group consists of representatives from Actaris, Elster, Sensus and Severn Trent and will be next meeting on 9 August. A full update of activity is not, therefore, available for inclusion in this summary. However, it can be reported that there are several initiatives the Group are involved in at present:

- 1 Information gathering exercise on use of meters by water companies
- 2 Production of a Standard Reference Document (an easy-read meter installation document)

3 Production of Current Standards for Meter Installation (continuing liaison with E&U Skills/CABWI regarding suitable qualifications/accréditation)

4 Development of a Metering Seminar (water-related)

A more detailed update on the activities of the Meter Manufacturers Group will be included in the next edition of the SBWWI Newsletter.

Carol Hickman

MEMBER NEWS



'Actaris Metering Systems has been awarded a 3-year contract with a 2-year extension option, worth an estimated £2.5m by Mid Kent Water for the supply of residential, commercial & industrial water meters and associated systems products.'

Send us your News & Views

If you wish to contribute an article or would like to forward any items of interest for future issues please contact any of the team on 01926 831530 or email: hq@sbwwi.co.uk

Society of British Water & Wastewater Industries
38 Holly Walk,
Leamington Spa, CV32 4LY

Enterprise plc

Enterprise Winner

Energy & Utility Skills (the Sector Skills Council for the Water, Gas, Electric and Waste Industries) presented the Business Skills Award for the Water Industry 2005 to Enterprise plc at the Institute of Water Officers (IWO) President's Dinner at the Music Hall Aberdeen on 20th May 2005. Enterprise were short listed from five finalists in the industry.

The award was presented to Rachel Marshall (Training & Development Manager) by Tim Balcon, the Chief Executive of Energy & Utility Skills, for her involvement in two of the first schemes run for the water industry as part of Ambition Energy Welfare Initiative.



Multi-Lay seminar held on 22 February at the TechnoCentre in Coventry.



Value, not cost, is the Key to Multi Lay..... that was the key message from the joint SBGI/SBWWI Multi-Lay Seminar held on 22 February at the Techno Centre in Coventry. Over 100 delegates attended this topical seminar, with presentations provided across the whole spectrum of multi-lay / multi-utility activities.

Setting the scene, **Tony Smith**, Ofwat, reported on how self-lay was progressing within the water industry. He commented that developers now had greater choice in deciding how water infrastructure could be provided to their sites and that the attitude of water companies towards self-lay was changing. Certainly, self-lay was the norm in Scotland, with the North of England keenly following.....

Sean O'Hara, Ofgem, provided an overview of the sale of the four National Grid Transco networks and highlighted some of the advantages, including the ability to benchmark the performances of each network.....

Following an update on the potential implications of the Traffic Management Act by **Mike Talbot**, DfT, **Steve Webber** of

M Holleran, commented that "there is nothing new about multi-utility" but highlighted some challenges facing multi-utility operators, such as reluctance of water network owners, multiple accreditations, legislation, skills shortages and developer apathy.....

Reporting on work undertaken by the Ofwat Self-Lay Group, **John Batty**, BlueJohn Marketing, outlined the findings of an industry survey to identify both the number of self-lay connections in self-lay activity. The survey identified almost 27,000 self-lay connections in 2003 (16% of the total) and forecast that this would rise to 60,000 by 2006.

Barry Maynard, Stamford Homes, provided a Developer's perspective, commenting that developers would like the Multi-Utility operation to be "Simple, Transparent, Useable, Delivery" ie: 3 quotations; no hidden extras; quick, efficient, process; complete package; one stop shop; pipes in the ground and services on!.....

Supply chain integration and the need for collaboration to provide efficient service, was covered by **Paul Johnson** of nrg2; followed by some startling statistics on skills shortages and the difficulties encountered in replacing an ageing utility workforce, was reported by **Tim Balcon**, Energy & Utility Skills.....

Jonathan Moore, Thames Water and **Noel Hughes**, FusionProvida, provided a joint presentation "Let the Chain take the Strain" and highlighted the benefits of working together using smarter procurement strategies; improving knowledge; early involvement at design stage and the provision of qualifications, such as GIRS, for suppliers.....

Master Planning for Development was covered by **David Brend**, Peter Brett Associates, describing it as "overcoming constraints to maximise land value and whole-life benefit with minimal environmental impact". David also reiterated the need for early engagement in the planning stages and identification of potential hurdles to be overcome.....



The Speakers

The final presentations were provided by **Robert Harries-Harris**, Clancy Docwra and **Rob Williams**, Ewan Associates. Robert commented that with proper organisation the industry could cut the current costs of providing utility services to house builders by a considerable margin and posed the question why gas was the most successful of the three utilities when the rules governing water and electricity were the same. Rob completed an excellent day of presentations, reporting that in his opinion, one of the positive effects of the Water Act 2003 was that it paved the way for self-lay, providing opportunities for choice and competition on a level playing field.

All presentations can be accessed from the SBWWI website: www.sbwwi.co.uk under Seminars

National Conference on the Future of Domestic Metering Tuesday 12 July 2005, De Vere Hotel, Swindon

This event was well attended by all the major Water Utilities and regulators including OFWAT and the Environment Agency, and by customer groups. A comprehensive look was taken at all aspects of metering from the customers viewpoint including expansion as well as the more contentious issues of the disconnection ban, the specific impacts of metering on managing household demand and the potential changes in customer relationship management that a pro-metering policy will have.

Maurice Terry, Chairman of WaterVoice Council spoke about the long term objective of universal metering and the principles of ensuring fairness in metered charging for water along with the key customer issues. His key message was that the country needed to take an approach to metering that reflected regional and local issues, and one that has customer support.

Conference Chairman, John Batty summed up the issues involved in his opening remarks, "Domestic water metering is a diverse and fascinating subject. It touches on so many of the key political and moral questions in society; it encompasses economics, technology, sociology and philosophy; it revolves around issues such as affordability, vulnerability, sustainability, revenue-neutrality, reliability, universality and choice."

All organisations, Government, regulators, customer groups and water companies are thinking hard about the future. What is important is working together to shape this strategy and ensuring that it will be based on good information about all the complex issues.

Don't keep it a secret
When you have finished with this issue, pass it on... or if you would like to change the number of copies received by your company please call Carol on 01926 831530



Supply Chain Management and Procurement for AMP4

6th July 2005, Moat House Hotel, Thorpe Wood Peterborough

65 delegates attended this breakfast meeting for a breakfast provided by Anglian Water and SBWWI to ensure that IWO members made the most of a great way to start the day, hearing three leading players of supply chain management and procurement in East Anglia's Water Industry discuss approaches for procurement approaches to deliver AMP4 investment needs.

Stephen Whaley (Northumbrian Water) presented the approach adopted for supply chain management and procurement at Essex and Suffolk Water (ESW). The AMP4 programme in ESW area includes improvements to 215km of water mains, the upgrades of Water treatment at Hanningfield and Layer works in Essex and Ormesby and Lound in Suffolk. In addition, the Abberton Reservoir Scheme would be key to the future provision of water in the area to meet the long-term supply/demand balance and bridge the deficit to provide security of supply. The Abberton scheme will result in 60% increase in reservoir capacity by raising the dam wall by 3.2m, due for completion 2013.

The framework for delivery adopted by ESW includes project, programme and performance management streams to manage consultancy (x1), contractor (major x2, minor x5 and specialist x2) frameworks, in addition to supplier and cost management frameworks. The frameworks adopted are suited to the major works (high value, variable option) and minor works (like-for-like replacement low value high repetition work). The principles adopted by Northumbrian for its AMP4 procurement frameworks aims to keep the approach simple to drive competitiveness, certainty and consistency.

Philip Burgess (Development Manager) demonstrated Anglian Water's commitment to an integrated supply chain

management and procurement approach, seeking collaboration across the supply chain. Anglian Water is geographically the largest water and sewerage company serving 2.6m customers.

As a result of the challenges presented by the periodic review the company has selected four contracting and two design consultant companies to create the @one Alliance, with arrangements made to provide clear visibility of the investment programmes with a commercial incentivisation structure to encourage out-performance of the target costs set based on Ofwat efficiency methodologies.



The @one Alliance is not the only framework used by Anglian Water to deliver its AMP4 capital programmes (see below). Anglian Water believes that integration of the downstream supply chain is critical to AMP4 success. The @one Alliance will spend a significant percentage (60-80%) of the AMP4 determination via their individual supply chains.

A two-stage process has been established to develop an integrated procurement approach for the @one Alliance. Stage 1 includes the aggregation of spend across the Alliance in order to group and procure more effectively, to facilitate the development of close working relationships with members of the Alliance and the supply chain; and to understand cost in

the supply chain and work with subcontractors and suppliers to effectively minimise those costs. Stage 2 will be to integrate suppliers with the design team, extend 'best person for the job' down the supply chain and minimise 'fee on fee' and 'risk on risk' approaches adopted in previous periods.

Anglian Water is keen to work with the supply chain and encourages suppliers to look at its website (anglianwater.co.uk/corporate/procurement), to talk to Anglian Water directly and join Achilles UVBD and Verify, which is how Anglian Water and the Alliance source their contracts.

Andrew Ball (Managing Director, Daniel Contractors (Warrington)) represented the Society of British Water & Wastewater Industries (SBWWI) as the Commercial Section Chairman. SBWWI represents over 80 companies supplying various services to the UK's Water Industry, 95%+ of pipeline and metering products used by the UK's Water Companies are manufactured and 85%+ of Contracting Services are undertaken by SBWWI members. SBWWI advocate that:

- Partnering Principles applied throughout by selecting the right suppliers.
- Innovation is promoted throughout the whole supply chain, including use of E-Procurement as well as the promotion of change to achieve innovative success.
- Back-to-Back long-term arrangements are promoted and objectives aligned.
- Suppliers and Contractors can offer regular governance and support through an Open Book approach.
- Companies Embrace and Develop local Service Providers, using Supplier development and coaching workshops.

Andy advised delegates that the factors critical to supply chain success include the adoption of an industry culture that has strong leadership, clear communication of industry needs and to provide an effective collaborative culture for all. The supply chain should aim for continuous improvement, using common KPI's and benchmarking horizontally and vertically in the supply chain.



Philip Burgess, Martin Ballard, Stephen Whaley & Andrew Ball

Contractual approach to deliver supply chain success should be collaborative working, co-location, reinvest the previous lessons learnt, adopt a common IT strategy, minimise and ease administration, maximise individual and supply chain opportunities, work with trust and share risk by building relationships. Andy concluded that SBWWI are keen for the water industry to involve SBWWI members, talk to them and include them as part of the delivery team, if companies and regulators want suppliers "to give you what you want, when you want it".

Martin Ballard, Chairman IWO Eastern Area led questions and concluded that SBWWI expectations and challenges for the supply chain had been broadly adopted within the procurement framework structures of two companies show-cased, though that in order to achieve continuous improvement and to deliver further efficiencies for the community that we all serve, companies and supply chain have future opportunities to develop collaborative working relationships.



New features on UVDB and Verify

Achilles Information, operators of the UVDB

and Verify, are pleased to announce a number of new pieces of functionality. UVDB and Verify are used throughout the Water Industry to source and qualify suppliers and contractors. The following system upgrades will be delivered in the coming months so please look out for:

The Global Utilities Business Directory (GUBD)

Available to all Utilities Communities throughout the Achilles Group this system will draw high-level supplier information from all Achilles registered companies into one system. Information on suppliers and contractors registered in the UK will be available to the Utilities in Asia Pacific, Ireland, Scandinavia and Spain. Companies registered on UVDB will automatically be entered into the new directory and will be contacted directly should a non-UK Utility be interested in their products or services.

e-Qual

Described as the biggest step forward for the UVDB since its launch in 1996, e-Qual will enable the Utilities to request further information/clarification from suppliers

New President for

Professor Alan Alexander, Chairman Scottish Water, is the new President of IWO.



Speaking after his election at the AGM in Aberdeen, Alan said "It was a great honour to be elected President of IWO and I look forward to working for the next year

with some of the most energetic and committed people in the water industry. IWO's motto 'connecting people' speaks eloquently of the Institution's greatest strength: that it brings together people in the industry no matter what their background and responsibility."

The diversity of membership is evident in the line-up of future Presidents. Nick Shanks, UK Sales Director at Saint-Gobain Pipelines plc, is Vice President and Tim Balcon, Chief Executive of Energy & Utility Skills is Junior Vice President. Saint-Gobain, in the days of Stanton, were one of the first Company Members of IWO; Nick has been an IWO member for over 10 years and is a former President of two Areas. The Supplier influence will be strengthened by the election of Bob Mills of GA Valves Sales Ltd as Vice Chair. Bob has been the Company Members' representative on Council for the past three years and is currently leading a review of the benefits of Company Membership. Bob can be contacted at bobpc@gavalves.co.uk

Chartered Environmentalist (CEnv)

There's not long to go before the Grandparent period expires for the CEnv award. This short-

through the Achilles website. Buyers will be able to create short question sets in addition to the information already held within the UVDB in order to accurately identify the suppliers who can meet their need.

Verify Tools

Following a successful adoption by the industry, Verify's web interface is undergoing a significant upgrade. New features will provide better sourcing tools for Buyers as well as significantly improved functionality for Suppliers. Contractors will be given a more simplistic tool for enabling the Utilities to see their reports and for providing feedback on their assessments as well as access to electronic copies of their certificates available online.

The Online Shop

Finally, Achilles Group are releasing an online shop which will enable suppliers to both register and renew their UVDB and Verify subscriptions through the secure Achilles website. The shop, which will be based around Credit and Debit card payments, is available from July 2005.

Achilles is always keen to develop and improve the UVDB and Verify to meet the ever-changing requirements of the Utilities industry. If you would like to contribute ideas for a possible development or for wider understanding of Achilles product development strategy please contact enquiries@achilles.com or call 01235 861118.

form process was available for one year and for founder Members such as IWO this ends on 21st September. After that applicants will be required to submit a portfolio of evidence and attend a Professional Review Interview. IWO has already registered a number of contractors and consultants as CEnv, demonstrating that sustainable environmental management and development is practised throughout the industry and not confined to water utility companies and regulators. IWO has elected Tim Boldero as its first Vice President Environment. One of Tim's first tasks is to set up an Environment Committee which reflects the diversity of the water environment and the people who work within it, covering water companies, supply chain, regulation and other interests. If you would like to be involved or want more information on CEnv, contact Tim at tim@iwo.org.uk

Annual Conference & Exhibition

This year's Conference and Exhibition in Aberdeen has been hailed as one of the best in recent years. The theme 'Water in the Wider World' covered a variety of overseas issues as well as some closer to home. Delegates were addressed by academics, practitioners, volunteers and young members and were left to reflect on the broader responsibilities that working in the water industry brings. For those of you who missed the Conference, most of the presentations can be downloaded from the IWO web site <http://www.iwo.org.uk> under News & Events.

The Exhibition was a sell-out and included exhibitors from overseas and the UK, many operating in the global market. Next year's Conference and Exhibition takes place in Bristol from 11th to 13th May on the theme of 'Exceeding Expectations' and Nick Shanks will no doubt be encouraging supplier participation.

wastewater sector capability statement, designed to showcase UK-based water companies' capabilities. Web-based, it will provide comprehensive details of UK expertise and a searchable database, plus a variety of case studies demonstrating the UK's extensive range of capabilities. The campaign will be supported by a regular series of electronic bulletins to illustrate good practice by case study, new products and the international successes of the British water industry.

IWEX

Held every two years, IWEX (18-20 October) remains the premier showcase for the UK water industry. It will be held in Hall 4 at the NEC Birmingham. A forum for networking and training, it is also one of the largest exhibitions of its type in Europe and as such is an excellent platform for developing trade. Following on from previous years, UK Trade & Investment will participate at IWEX 2005. UK Trade & Investment envisages organising around 35 VIPs to visit the UK as guests of HMG on the inward mission scheme, from among the following countries:

- China • Hungary • Mexico • Bulgaria
- South Africa • Saudi Arabia • Iraq
- Russia

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As part of its work in support of the water industry and its workforce, the Sector Skills Council Energy & Utility Skills has recently launched a new web enabled skills register which provides recognised standards across the utilities sector.

The Energy & Utility Skills Register (EUSR) of competent and passport-holding utility employees, including those working within the water industry, can now be accessed via a dedicated and secure website (www.euskills.co.uk). This means that the skills, qualifications and training of more than 26,000 individual registered workers can be verified via the website quickly and easily.

Later in the year, employers who have signed up with Energy & Utility Skills as EUSR users will be able to make direct applications for new and amended registrations for their staff through the same password controlled portal. Companies will also be able to check the registration records of their employees and maintain a log of their competencies.

The EUSR currently comprises seven separate registration and passport schemes for the water, gas and electricity industries. These include a health, safety and environment passport scheme for people working on the UK water infrastructure. Forthcoming schemes to be introduced into the EUSR include confined spaces, water network construction and water hygiene.

These schemes will be a key enabler in allowing the self lay of water mains by developers as contained within the latest Water Act, and provide host water companies with confidence that the new assets have

been constructed by a competent workforce. A credit card sized EUSR card is issued to each registered individual, which contains the holder's photo, name, unique EUSR number and registration categories and levels. The registration details of any individual within the database can be verified online using the individual's surname and either national insurance number or EUSR number.

The EUSR has been designed as a cost effective measure to support industry employers and add value to the sector. It provides employers quickly and easily with the evidence required to demonstrate that they have robust mechanisms in place to ensure that only competent workers are operating under their control. Each of the schemes contained within the EUSR has been developed in partnership with employers, and the need to register on any particular scheme will be driven by an organisation's need to comply with the competency levels required by the industry.

Energy & Utility Skills is grateful for the financial support provided by the UK Water companies which has enabled the EUSR to be developed.

David Hellier, Water Strategy Development Manager for Energy & Utility Skills, said, "The EUSR builds on the registration schemes that have long been managed on behalf of sector employers by Energy & Utility Skills. This independent register is a cost effective solution for employers, allowing them to interrogate the central database of skilled and competent workers from their own premises.

For more information about the EUSR or the individual registration schemes covering water industry employees contained within it, please contact David Hellier (david.hellier@euskills.co.uk).

decision makers from these and other markets, you should register your interest with me, David Connolly, david.connolly@uktradeinvest.gov.uk, tel. 020 7215 4281. The aim is to match UK water industry professionals with opportunities to do business overseas.

SBWWI & UK T&I

UK Trade & Investment were delighted that Carol Hickman, Executive Director of SBWWI was able to accompany their mission to Geneva to assess the potential for sales of

water equipment to the UN organisations based there; and that SBWWI representatives were able to be present at official lunches for the South African Water Minister, Buyelwa Sonjica and for a delegation of Mexican visitors. UK Trade & Investment hopes that the SBWWI will continue to actively support its activities.

For further information, contact [Ken Newnham, UK Trade & Investment on 020 7215 4688].



Buy-Back Signals More Growth for Caldervale

Two West Yorkshire entrepreneurs who sold their business to Glynwed Pipe Systems, have bought it back to merge with their second successful venture, Caldervale Technology.

A substantial six figure facility from Lloyds TSB Corporate has enabled Paul Myers and Gordon Lilley to re-acquire the Dewsbury-based Caldervale division and its building from Glynwed Pipe Systems. It will also provide vital development funding for Caldervale Technology's in-house electronics section. Former technicians with British Gas, Paul Myers and Gordon Lilley founded Calder Technical Services in the early eighties, supplying tooling and equipment to the gas and water utility services in the UK and overseas. Glynwed Pipe Systems became a major customer for electrofusion tooling and equipment and eventually acquired the company in the late eighties.

Paul and Gordon left Glynwed to launch Caldervale in 1993, since then it has grown to an annual turnover exceeding £2 million and 23 staff, specialising in mechanical tooling and the equipment side of the industries. The newly merged firm will have a combined turnover in the region of £3.5 million, with Caldervale transferring its operations from its current Liversedge site to the Calder division's former Dewsbury building.

Commenting on the deal, Gordon Lilley said: "With the help and support of Mark Wilcockson of Lloyds TSB Corporate we were able to put together a package that funded the business acquisition and building purchase. The combined company will

continue to operate from the Dewsbury location and with extra funding in place we will be able to accelerate development of our electronics section."



Making the right connections at Caldervale Technology (left to right): Mark Wilcockson, of Lloyds TSB Corporate, Paul Myers and Gordon Lilley of Caldervale.

A spokesman from Glynwed Pipe Systems commented: "The sale will create a stronger business which will benefit significantly from a larger resource base, enabling it to compete more effectively in an increasingly competitive market.

While Glynwed International has agreed an ongoing trading relationship with Caldervale, for UK and export business, it is expected that within the UK, customers will trade directly with the new firm, bringing particular medium and long term benefits."



MD is overjoyed

Over the sea

The Outer Hebrides, or Western Isles, lie some 35 miles off the North West coast of Scotland and have recently benefited from a significant injection of water infrastructure investment by Scottish Water.

Local Contractors, McDowall, has undertaken much of the installation work and chose Fusion Provida to be its supply partner – a role which presents many logistical challenges.

Fusion Provida is now 18 months into the contract and has already supplied £300,000 of products including 4,000 electrofusion fittings, 50,000m of polyethylene pipe, and nearly 300 valves. Controlled from its Livingston service centre, and using a combination of delivery methods, Fusion Provida has succeeded in establishing a consistent and reliable supply chain.

Contact Gordon Noble on 01506-410929, 07836 218096 or gnoble@fusionprovida.com

Over the pond

Fusion Provida has further broadened its extensive international distribution network by opening Fusion Canada in Ontario.....

Over the ocean

.....and Fusion Australia in Adelaide.

Julie Griffiths of Fusion's international team can be contacted on 01246-262214 or jgriffiths@fusionprovida.com.

Over the garden fence

Fusion Provida has supplied pipes, fittings and equipment to a prestigious project at Kew Gardens in London, which has remained open to the public whilst work has continued.

Over the bar

.....whilst at Chelsea FC's new state-of-the-art training ground the roots are protected by over £15,000 of drainage pipes and fittings supplied by Fusion Provida.

Fusion Provida South, contact Nick Eakins on 01707-270073, 07774-975430 or neakins@fusionprovida.com

Overjoyed

Kevin Raine, Fusion Group Managing Director, is delighted at the strong financial performance of the company in the twelve months since he was first appointed. "I'm particularly pleased with our UK distribution business which has seen significant growth in the past 12 months, which is due primarily to the effort of our staff rather than market conditions."

Uponor Launches 4000 PSI-Resistant Plastic Sewer Pipe



Uponor, one of the world's most innovative pipe manufacturers, has

developed a structured solid wall sewer pipe capable of withstanding up to 4000 psi* water jetting pressure.

The all-new Ultra Fortis system is being launched to UK water companies this month and it is envisaged that the product range will not be subject to the suspensions imposed on the use of structured wall sewer pipes by Thames Water Utilities and Anglian Water in 1995 and by Southern Water in 1997.

Ultra Fortis has already achieved BSI Kitemark approval against Water Industry

Specification (WIS) 4-35-01 for 150mm-300mm diameters and other diameters are currently being developed.

Described by Uponor as the industry's highest performing structured solid wall sewer pipe ever developed in response to specific industry requirements, Ultra Fortis has a brown outer surface for ease of identification, and a blue inner to aid light reflection for CCTV maintenance activities. It is robust and light in weight – a three-metre length of 300mm diameter Ultra Fortis weighs less than 25kg – significantly reducing the requirement for mechanical handling on site.

More information on Ultra Fortis is available by contacting Uponor on 01773 582333, or by emailing uponor.sales@uponor.co.uk



A NEW GUIDE TO PART H FROM WAVIN PLASTICS

Wavin Plastics Ltd has launched a new literature guide on Part H of the building regulations for residential, commercial and industrial applications.

The guide provides an overview of the regulations, which have resulted in a change in site practice, and features the Osma branded products that are able to provide solutions in line with the legislation.

Denise O'Leary, marketing manager at Wavin Plastics, commented: "The regulations were changed to reflect the introduction of new health and safety legislation and to incorporate sustainable drainage concepts to deal with changing weather patterns and rainfall rates."

She continued: "The new guide has been introduced to provide customers and purchasers with a guide to the regulation changes, as well as advice on product solutions for each scenario."

Wavin Plastics has introduced a number of new below ground drainage products, in light of the changes. Particular emphasis on the issues of health and safety on site are addressed in the Manhole cover section listing the Osma branded products that deter unauthorised access.

Inspection chambers also showcase the benefits of being lightweight, easy to install and modular so that the shaft can be built up to the required length.

Soakaways, attenuation and flow control are also a subject of focus in the Part H regulations which state that; rainwater should discharge into one of the following, listed by order of priority, a) an adequate Soakaway/ infiltration, b) a watercourse and c) a sewer.

The AquaCell modular system is both lightweight and easy to install, requiring no heavy lifting equipment and is cost effective when compared to concrete ring soakaways. Used for both Soakaway and attenuation applications, the range has been recently expanded to include the new AquaCell Lite unit. (details available separately) for landscaped and non-trafficked applications.

The Part H Building Regulations guide forms part of a comprehensive range of system guides offered by Wavin Plastics, providing intelligent solutions for building, construction and utilities projects.

To request a copy of any items of current literature please contact, literature requests on 01249 766333, fax 01249 7666332 or email literature@wavin.co.uk. All literature can be downloaded from www.wavinpdfs.co.uk. The complete OSMA product catalogue, together with design and installation guidance, is also available online at: www.wavin.co.uk



Subterra

Win Major UKSTT Award

Wulf Green and Norman Howell of Subterra Systems receive the award from Russell Fairhurst MD of Sponsors U-Mole Ltd with Jon Boon UKSTT Chairman and Chris Packham Awards Presenter looking on.

At the recent United Kingdom Society for Trenchless Technology Awards Dinner held at the Holiday Inn in Birmingham Subterra's Mogden to Perry Oaks Sludge Mains Upgrade Project won the prestigious 2004 Large Project Renovation Award. The group formed a part of Thames Water's project to relocate Britain's largest Sludge Dewatering Plant, originally sited on the edge of Heathrow Airport, to make way for the new Heathrow Terminal 5. Norman Howell, Subterra's Operations Director, commented that their whole team was delighted to receive industry recognition for this project as it demonstrated Subterra System's capability to develop innovative engineering solutions to enable their site operations team to successfully deliver this highly challenging project on time and within budget whilst minimising disruption to the environment, general public and to the workings of one of the world's largest and busiest airports.

BALFOUR BEATTY

Yorkshire Water Service Partner Awards

On 29th June 2005, Balfour Beatty Utilities attended the annual Yorkshire Water Service Partner Awards at Ridding Park in Harrogate.

Balfour Beatty Utilities was presented with the Best Performing Maintenance Partner award for delivering a set of staged improvements covering service and compliance, which added value to the Alliance contract. Some of the improvements recognised included offering a sustained increase in service delivery and customer service, maintaining consistent performance throughout 2004 and into 2005 in terms of leakage, delivering a compliance level of 97% in terms of customer contact timescales, and carrying out regular tool box talks and refresher water quality training on the Alliance contract.

Balfour Beatty Utilities was also highly commended for the Best Customer Service Initiative for ensuring reductions in DG7 complaints, making significant improvements in reducing DG7's, and working with staff to raise awareness. Balfour Beatty Utilities and Laing O'Rourke were also highly commended for the Best Capital Project and the work carried out with its insitu semi-structural lining rig. The commendation recognised the level of service provided to customers, the significant savings made, and the fact that new technology was implemented to ensure that Yorkshire Water stays at the forefront of mains rehabilitation technology.



Terry Cooper, Martin Lee, Wendy Kimpton, Craig Topley, Dave Stevenson (YWS)

Balfour Beatty awarded £100 Million five-year extension to South West water contract

Balfour Beatty, the international engineering, construction and services group, recently announced that Balfour Beatty Utilities, its specialist supplier of investigation, design, construction and commissioning services to the gas, water and wastewater sectors, has successfully negotiated the option to extend its existing, seven-year Agreement for Integrated Water Distribution Services with South West Water. The five-year extension is likely to be worth in excess of £100 million. Commenting today, Balfour Beatty Chief Executive, Ian Tyler, said: "This contract extension is the latest in a series of successes for Balfour Beatty Utilities following regulatory reviews in the gas and water industries. We are delighted to commit ourselves to a further five years in partnership with South West Water, with whom we have a first-class relationship." The five-year agreement covers the delivery of South West Water's clean water infrastructure programme. This work will include rehabilitation, minor capital works, leakage services, metering, reinstatement and repairs and maintenance, and will be worth some £20 million per annum. The operating areas for the project include Exeter, Newton Abbot, Torbay and North Devon.

Over the last six months, Balfour Beatty Utilities has now secured over £900 million of work in major new contracts for National Grid Transco, United Utilities, Anglian Water and Severn Trent Water and through the extension of their contracts for South West Water and Yorkshire Water.

EUCEPT

Eucept have launched a new system for conducting air and water tests on drains, sewers, manholes and laterals in compliance with EN 1610. Known as 'Leak Finder' the system can be programmed to carry out automated tests according to pre-set criteria and provides a client or water company with reliable evidence of conformity without needing an inspector to be present during the test.

Eucept, James House, New Bond Street, Dudley DY2 8SW
Tel: 01384 217799 Fax: 01384 217798 Email:
b.westwood@eucept.org
Web: www.eucept.org



McInnes Parkway

McInnes Parkway is a newly formed privately owned company offering an extensive range of engineering solutions and services both in the UK and overseas which include:

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Tel: 02380 765941 Fax: 02380 763701
Email: eyersm@aol.com
Web: www.mcinnesparkway.com

JBI Plumbing & Drainage Works undertake all plumbing and drainage works including high pressure water jetting, CCTV surveys, drain repair and maintenance and no-dig technology and their clients include domestic and commercial and industrial sectors working for local authorities and NHT Trust.

JBI Plumbing & Drain Services
Unit 3 Model Farm, Barkham Ride, Wokingham, Berkshire RG40 4EX
Tel: 01189 328111 Fax: 01189 328282
Main Contact: Jon Burtwell



THE FOSTER PARTNERSHIP

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The Foster Partnership has over 30 years practical experience working within the drainage industry. The company can provide a solution to all clients' drainage problems, from designing a complete new layout and system to undertaking an inspection and survey as part of a pre-house purchase. As a consultancy service they offer expert advice on traditional drainage problems, i.e. open-cut, pipeline installation, as well as utilising innovative techniques such as no-dig solutions i.e. lining, patch repairs, joint sealing and impact moiling, as examples of trenchless methods. The Foster Partnership provides the following range of services:

- Drainage Design – new and adapted systems.
- Analysis and problem solving.
- Land drainage and sub-soil surveys.
- Pipe work tracing, mapping and location.

The Foster Partnership
P O Box 27, Wallasey, Wirral CH27 9AG
Tel: 07917 375470 Contact: Stephen Foster

Flow Management provide independent specialist consultancy, technical support, equipment hire and activities to the water utilities industry and the commercial and private water user.

They can accommodate most services required inside the water industry, and have approximately 32 years experience within the water industry as well as 11 years experience in the gas industry.

Existing clients include Portsmouth Water, RPS, Essex & Suffolk Water, Three Valleys Water, Balfour Management, Pipeline Consultants, Pipeway, Aqualogic Water Conservation and East Sussex County Council.

Some of the services Flow Management can offer are:

- Water Leak Detection
- Full Water Audits (commercial / domestic)
- Pressure Management Design, installation & Commissioning
- Complete Consultancy Service
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Flow Management Ltd
The Studio, Selden Lane, Worthing, West Sussex BN11 2BN
Tel: 01903 203031
Main Contact: Alan Marler

Bluejohn Marketing Ltd



Ralph Waldo Emerson once wrote: "If a man can write a better book, preach a better sermon, or make a better mousetrap, though he

builds his house in the woods the world will make a beaten path to his door."

Do you agree with Mr Emerson? Experience tells me that even your most valued and loyal customers are unaware of many of the products, services and skills within your organisations. How many times have you cringed at the words, "If I'd known you did that I would have given you the order"?

Many companies in the utility sector don't 'do' marketing. But if marketing is defined as any and every communication and contact between an organisation and its clients, what on earth do these companies 'do'? In many cases the answer is fire fight.

Bluejohn Marketing Ltd was established in May 2003 by John Batty to help both small and large companies in the utility sector to 'do' marketing. From initial market research,

through communications and copywriting, to business development and sales, Bluejohn Marketing Ltd can help you win new business.

Prior to creating Bluejohn, John held senior management positions in the construction and utility sectors. For eight years John was Marketing Director of CAN Ltd, the specialist contractor which installed the fabric roof on the Millennium Dome and the 'spokes' on the BA London Eye. More recently John looked after group marketing at Fusion Provida, the manufacturer and distributor of products and services for utility infrastructure projects, working alongside Kenny Cameron a previous SBWWI Chairman.

Bluejohn Marketing undertakes business development, market research, copywriting and associated marketing projects for organisations such as the SBWWI, WRC, utility contractors and product manufacturers. SBWWI projects have included responses to Ofwat consultation documents, articles on the AMP4 determinations and multi-utility, and guidance notes for members on the Freedom of Information Act.

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pmi Pipeline Maintenance International Limited

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MEMBER NEWS

Second Contract to Develop International Benchmarking Network (IBNET)

The WRC Group is pleased to announce that it has successfully won a second contract with the World Bank to further develop and improve the International Benchmarking Network known as IBNET. The contract value is \$300,000 and will be undertaken over the next nine months.

"Benchmarking at a local, national and international level can help all water and sanitation utilities, whatever their developmental status, to measure their performance and identify their shortcomings, find comparators for identifying and sharing best practice and new knowledge as well as driving performance improvement," comments Simon Gordon-Walker of The WRC Group. "By providing the mechanics whereby many national benchmarking schemes are developed and linked in a common framework, IBNET widens the benchmarking horizon, allowing any utility to compare its performance internationally and to access the wealth of data and knowledge available in the sector worldwide," adds Simon.

Benchmarking schemes across the world are now looking to establish links to IBNET – these include regional schemes in South America and in South East Asia.

Contact Simon Gordon-Walker at gordonwalker@wrcplc.co.uk

Model Contract Document for Sewer Condition Inspection – WRC releases Second Edition

WRC has produced the latest edition of its highly successful water industry standard – The Model Contract Document for Sewer Condition Inspection, Second Edition.

The document is used by Water Companies, Highway Authorities and owners of industrial sites in the UK and overseas and was released to coincide with the start of the new AMP period." Comments Nick Orman from WRC.

Contact Nick Orman at orman_n@wrcplc.co.uk

HAMBAKER *Ham Baker – servicing the water, wastewater and sewage industries for more than 100 years.*

Ham Baker - a name that's respected around the world for manufacturing precision engineered products for the water and wastewater industries. A name that's established a global reputation for innovation and excellence over the past 100 years – and more.

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That's why we've made some important, strategic changes.

We've brought together some of the industry's most highly regarded manufacturers and suppliers of pipes and fittings. Merging them under the trusted Ham Baker identity. The result - our new company divisions;

• Ham Baker Pipelines • Ham Baker Flow Control • Ham Baker Middle East • Ham Baker Installations

Offering unrivalled choice, outstanding customer support and an altogether better service.

Throughout the changes our quality standards remain just as important as ever. Not only are Ham Baker's products manufactured under a BS EN ISO 9001:2000 certified quality assurance system, they also exceed the quality requirements of the British and American Waterworks Association – the industry's most exacting standards.

A major benefit of the company's transformation is the size and scope of our product range. We offer the widest selection of pipeline and flow control products as well as a one-stop service for equipment and consumables. In fact everything you need, is now available from one reliable supplier, saving you time and money.

Contact: Mark Beesley on 0870 7416 791