



Heading in the right direction....

Water is big news in 2008. Defra published its Future Water strategy document in February outlining the current government's approach to key water issues to 2030. Future Water followed hot on the heels of the water companies' strategic direction statements which provide an insight into what they have identified as their key challenges and strategic priorities over the next twenty-five years. Throw in the launch in April of the All Party Parliamentary Water Group's (APPWG) 'The future of the UK water industry', and the Pitt report on the lessons to be learnt from last summer's flooding and you have an idea of the profile the water industry currently enjoys in the corridors of power.

It is critical that the water industry supply chain influences the direction of government policy and the successful implementation of water company strategies. The SBWWI – the voice of the water industry supply chain – co-sponsored the APPWG report, submitted evidence to Defra, and commissioned an independent report on the strategic direction statements. Only the largest manufacturers and contractors have the resources to undertake such activities independently; the vast majority of smaller companies rely on the SBWWI to make representations on their behalf.



Collectively, SBWWI members have a turnover of over £2bn and employ almost 30,000 people – a highly qualified and extremely valuable resource. The society is always seeking to increase and broaden its membership base to reflect every aspect of the supply chain.



Water companies are large and exacting customers – in 2007 United Utilities had a group turnover of £2bn, for Severn Trent the figure was £1.5bn, and Kelda Group reported an income of over £0.8bn. In their strategic direction statements, many of the water companies acknowledged the importance of the supply chain in delivering their future plans:

'The promotion of a healthy vibrant supply chain is crucial to the success of our business.' – Thames

'Increasing competition for construction capacity will make it increasingly important to make ourselves attractive to suppliers.' – Severn Trent

However, whilst the water companies consulted widely with stakeholders to develop their twenty-five year statements, the supply chain was noticeably absent from the process. This quote from South West Water is representative of many:

'We have run workshops with regulatory bodies, groups of business customers, environmental organisations and customers.'

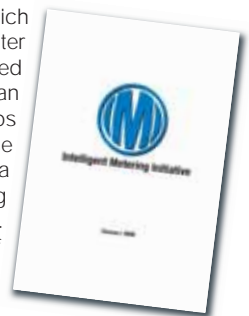
The absence of the supply chain is ironic given the critical role attached by the water companies to innovation as a contributor to future success: a factor that was also central to the findings of the APPWG:

'Innovation plays a crucial role in any industry in driving service quality improvements.'

It was encouraging, however, to see some water companies recognise that a change in their corporate culture was needed if they were to successfully accommodate new technologies and processes:

'We will make innovation central to our business culture.' – Anglian

The SBWWI is identifying new approaches which will allow members greater access to key water company decision makers. We have already started working with UKWIR, WRC and I&P Services on an Intelligent Metering Initiative and working groups have identified projects looking at cost base analysis, common protocols, and data requirements with the most recent workshop taking place on 10 July in Swindon (see report on p7). Defra and the APPWG talk about the benefits of universal metering in their reports and most water companies are predicting metering coverage of 80% of households by 2030.



All the talk of innovation, technology and change hasn't blinded the SBWWI to the needs of its smaller company membership. Defra continues to work on its plans for the transfer of private sewers to water company ownership. The SBWWI has a place on the steering committee and several working groups including one that is studying the impact on small firms of the proposed changes.

Can you quench the fire of the Water Dragons?

Do you have innovative products and services?
Do you find it's difficult to get to the decision makers in water companies?

If you do, then Water Dragons is your opportunity to shine. Open to SBWWI members only, Water Dragons is loosely based on the BBC programme Dragons' Den and enables you to pitch your innovation to a panel of senior water company executives. After your pitch, the Water Dragons will quiz you to make sure your product or service holds water. You must be able to show you truly understand the financial implications for the water companies if they were to implement your innovation.

Water Dragons will take place in October. Watch out for the guidelines and entry forms which will be circulated shortly.

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If you are in the water industry, want to get closer to the water companies and political decision makers, have your voice heard, and gain access to the latest water industry news, then we look forward to welcoming you as members of the SBWWI. For further details please contact: SBWWI, 38 Holly Walk, Leamington Spa CV32 4LY. Tel: (01926) 831530 Email: hq@sbwwi.co.uk www.sbwwi.co.uk



Executive Director Update

Welcome to this Summer edition of SBWWI News.

The last few months have been a busy time for the water industry. In December the water and wastewater companies published their Strategic Direction Statements, Sir Michael Pitt's review into last summer's flooding was released, and Government issued its Statement of Obligations as part of the PR09 business planning process. DEFRA published its Future Water for consultation and the All Party Parliamentary Water Group published a report following its Inquiry into the future of the UK water sector.

In addition, Martin Cave will be leading a review of competition and innovation in water markets and the water companies are finalising their draft business plans for submission to Ofwat in August 2008. Key themes of climate change, metering, flooding risk, water resources management, affordability and the value of the customer, are figuring as high priority issues for future planning.

Members will all have received an electronic version of a report, which SBWWI commissioned, summarising the content of the Strategic Direction Statements produced by all the water and sewerage companies. We hope that the information provided on opportunities (and threats) within each of the water companies has proved to be of assistance when planning future activity.

As you will see throughout this Newsletter, SBWWI has been involved in a number of industry initiatives over the past few months, and will continue to participate in these forums on behalf of the membership to highlight members' issues and views.

Card

new members

Welcome to New Members...



Burdens PVF are the specialists brand division of Burdens Ltd, the UK's largest distributor of civil engineering materials, operate via a network of over 50 locations and specialise in the logistics and supply of Ductile Iron and PE Water pipe and fittings for dirty and clean water applications, Gate Valves and hydrants, Packaged pumping stations, couplings and adaptors, Water meters, chemical waste pipes, and the PVF range of Fastrack product including penstocks and Flap valves.

**Contact: Graham John, Burdens PVF, Unit 45, Hirwaun Industrial Estate, Hirwaun, Rhondda Cynon Taff, South Wales CF44 9UP.
Tel: 01685 810500 Fax: 01685 814286 www.burdens.co.uk**



Future Environmental Services is a professional environmental and drainage consultancy offering an unrivalled range of specialist underground services incorporating survey investigation, asset management and no dig solutions.

Contact: Martyn Hopkinson, Business Development Director, Unit 21, School Lane, Charnley Fold Estate, Bamber Bridge, Preston, PR5 6PS Tel: 0845 555 5557



For every company within the utilities sector, regulatory and commercial pressures create a constant need to reduce costs and optimise efficiency, while improving service quality. Multipart can meet these needs. With experience in this sector and a wide range of core competencies, they work in partnership with clients to provide flexible one-stop solutions.

Contact: Julie Croston, Multipart Supply Chain Solutions, Logistics House, Buckshaw Avenue, Chorley, Lancs PR6 7AJ. Tel: 01257 225458



Sappel are experts in the area of the metering of water, industrial liquids, heat energy and are particularly specialised in the manufacture of Class D meters using volumetric technology. The factory turns out nearly a million such meters every year. At the same time, Sappel develops innovative and efficient high precision remote reading systems using devices that can be clipped on to the meter before or after assembly, thanks to the principle of modular concept.

Contact: Isaac Butterworth, Sappel, Units 2 & 3, Princess Street, Rochdale, Lancs OL12 OHA. Tel: 01706 759167



As part of the Electrosteel Castings Group of Companies the Chesterfield Ductile Group provides a complete solution to

customer requirements for Ductile Iron Pipes and Fittings for the water and construction industries. The supply of Ductile Iron Pipes and Fittings is further supported by 'In house' Steel Fabrication facilities able to offer 'specials' to compliment the Ductile range.

**Contact: Andrew Radford, Chesterfield Ductile Group Ltd., Ambrose Yard, Broombank Trading Estate, Off Carrwood Rd, Chesterfield, Derbyshire S41 9QJ
Tel: 01246 264222 Fax: 01246 264224 www.chesterfieldductilegroup.com**



HERMES Technologie services include technical advice given by qualified engineers. They work with manufacturers and customers to develop products for all engineering systems relating to fresh water supply and wastewater management.

Contact: Simon Hall, Hermes Technologie, 24 Centurion Rise, Hastings, East Sussex TN34 2UL. Tel: 0775 3986966



Marsh Industries supply Sewage Treatment Plants, Pump Chambers for Domestic, Commercial and Industrial applications. The Sewage Plants Manufactured to EN12566:3 effluent quality standards and ISO Quality Assurance Schemes. Marsh has associated companies in France and Cyprus.

**Marsh Industries Ltd., Riverside House, Nene Park, Station Road, Irthlingborough, Northants NN9 5QF
Tel: 01933 653570 Fax: 01933 651604 www.marshindustries.co.uk**



Siemens Energy Services offers water utilities a full range of data management, data collection and meter maintenance services. As one of the UK's leading independent suppliers to the utility market, it provides true end-to-end solutions. Though relatively new to the water market, Siemens' extensive expertise and experience in meter operations, data retrieval and management for electricity and gas utility customers offers significant benefit to water utilities.

**Contact: Ian Patheyjohns, Siemens Energy Services, Woodyard Lane, Off Lambourne Drive, Wollaton, Nottingham NG8 1GB
Tel: 0115 9066000 www.siemensenergy.co.uk**



Survey Design Services was founded over 30 Years ago, Initially providing topographical surveys and site setting out. SDS quickly moved in to drainage investigation and utility location, which led to term contracts with water authorities. The natural progression was into CCTV surveys and further detailed measurement surveys which we now supply to hundreds of various clients.

**Contact: Sullivan Forwood, Survey Design Services & Assoc Ltd (SDS), Chesterfield Revel, Molehill Road, Chesterfield, Nr Whitstable, Kent CT5 3PB
Tel: 02227 792124 Fax: 01227 794506 www.surveydesignservices.co.uk**

working groups

health & safety group

Gordon Lyon
Group Chairman



In a time when businesses are being pressured to make economies and shortcuts it's good to know that some industries are still pushing for improving Health and Safety standards. The SBWWI Health and Safety working group is involved with a number of larger organisations within the sewerage sector in helping to push for a new registration scheme for sewerage operatives. The scheme which will be managed by EUSkills, the Sector Skills council representative body for the Water Utilities, and set new standards of competence for workers. These standards will include Health and Safety skills as well as operational competencies. Employers will have a number of options on how their staff can achieve registration, involving training and workplace assessments. It is hoped that the scheme will be up and running by the end of the year. SBWWI will of course keep its members fully up to date through the Health and Safety working group and continue to look after the members' interests in this.

In another drive to keep the membership ahead of the game the Health and Safety WG is arranging seminars on the controlling mind, an aspect of management of Health and Safety that brings a new slant to the responsibility of directors in this field. The seminars are intended to explain where the attitude of management towards Health and Safety is just as important as signing the company policy.

The Health and Safety working group continues to strive to assist the membership, in improving the reputation of Health and Safety in the water and wastewater industry.

export working group

Dan Penney
Group Chairman



The Export Working Group has continued in 2008 to provide members with information on opportunities which exist for SBWWI members to export products or services to countries outside the UK.

Through utilising contacts with Government Agencies and other overseas contacts we provide members with the weekly Export update by e-mail. The nature of individual's roles who are involved in Export activity means that they are often out of the country and find it difficult to commit to working group meetings. Therefore the weekly export e-mail is an effective & timely form of communication for members.

In April the UKTI announced a programme of Trade Missions to the Governments key target countries/marketplaces. These have been circulated to members and we hope that individuals and companies take the opportunity to get involved in these activities.

We are currently working with the UKTI to try to gain a commitment to provide grant assistance for a delegation from the SBWWI to attend European Exhibitions; we will keep members informed of our progress.

Companies interested in expanding their Export activities are welcome to contact the SBWWI/Export Working Group for support, advice and access to key Government/Overseas contacts.

commercial group

Jon Parr
Group Chairman



A new Commercial Working Group has been formed to examine ways in which SBWWI can move forward whilst continuing its successful record, increase its presence in the marketplace and encourage members to become more active in promoting the Society. Chairman Jon Parr highlights the significant role existing members can play in using their valuable influence in the recruitment drive to identify potential new members.

The inaugural meeting of the group took place in February with a follow up meeting in June. If you would like the opportunity to contribute to the Society's future marketing and promotional campaign then contact the secretariat for further details.

calendar of events

| Date | Meeting/Event | Venue |
|------------|---|----------------|
| 4 Sept | Liaison Meeting with Bournemouth & West Hants Water | Bournemouth |
| 5 Sept | Liaison Meeting with NJUG | London |
| 9 Sept | SBWWI Health & Safety Group | Leamington Spa |
| 9 Sept | Liaison Meeting with South West Water | Exeter |
| 10 Sept | Liaison Meeting with Wessex Water | Bath |
| 11 Sept | SBWWI Commercial Group | Leamington Spa |
| 12 Sept | Liaison Meeting with Thames Water | Reading |
| 17 Sept | SBWWI Supply Chain Forum | Leamington Spa |
| 22 Sept | Liaison Meeting with Northern Ireland Water Service | Belfast |
| 23-25 Sept | No-Dig Exhibition | Stoneleigh |
| 6 Oct | Liaison Meeting with South East Water | Snodland |
| 8 Oct | Liaison Meeting with Yorkshire Water | Bradford |
| 22-23 Oct | Co-sponsored event: Water 2008 | London |
| 5-6 Nov | WWEM 2008 Conference | Telford |
| 12 Nov | SBWWI AGM & Awards Lunch | Warwick |
| 1-2 Dec | SBWWI Metering and Leakage Seminar | Coventry |
| 10 Dec | SBWWI Supply Chain Forum/Xmas Lunch | Leamington Spa |



Visit our website: www.sbwwi.co.uk

UK TRADE & INVESTMENT



I am grateful for the opportunity to bring your readers up to date with what the Water Sector Team at UK Trade and Investment have been up to over the last few months.

Water and Wastewater Unit

The last quarter of the financial year is always busy for us and this year was no exception. Jeremy Goad our Water International Business Specialist seconded to us from Black and Veitch led water seminar visits to Saudi Arabia and Romania and arranged a workshop on water regulatory reform in Delhi.

The visit to Saudi was the first UKTI sponsored water seminar mission there for a number of years. Visiting Jeddah, Riyadh and Dammam it was a great success and will be repeated in the new financial year. The Delhi workshop was again a first for many years. Organised in conjunction with the World Bank's Water and Sanitation Programme and the Ministry of Urban Development, the UK contingent was led by former water regulator Sir Ian Byatt. The workshop was targeted at federal and state officials interested in introducing economic regulation into the Indian water sector. The sector is in desperate need of huge investment but the private sector is unlikely to grasp the nettle and help solve the problems until robust and transparent regulation is in place.

The workshop will be followed up by an inward mission to the UK for Indian officials. The aim will be to enable them to see for themselves how regulation is administered and to learn about the consequences for industry.

Copies of Jeremy Goad's reports on the 3 events are on the UKTI water portal on www.uktradeinvest.gov.uk

The last quarter of the financial year also saw the culmination of our business planning round to set our aims and activities for the forth coming year. The year will include a particularly heavy programme of seminar visits. These differ from normal trade missions in that the focus is one or more seminars at which companies give presentations on topics related to their segment of the water market. The seminars often attract well over 100 business delegates who have been hand picked by our Embassy. The seminar element normally last half a day and is often followed up with one to one meetings between the UK contingent and those attending the mornings proceedings. A heavy overseas seminar programme has been agreed for 2008/09. The provisional programme is:

India (Mumbai, Chennai and Bangalore) 16 -22 September
Turkey 13-17 October
Bulgaria Autumn 08
Egypt 2-6 November
China (Shanghai Nanchang Fuzhou) 17-21 November
Saudi Arabia (Jeddah, Riyadh Dammam) 1-7 February 09
Romania 3-7 March 09

The overseas seminar programme will be supplemented by a 5 centre programme – London, Nottingham, Haydock, York and Newcastle 18-22 June. Companies will be able to meet on a one to one basis commercial officers who specialise in water and who are based at our Embassies in target countries.

David Connolly – Deputy Head – Environment & Water Sector Team

Companies requiring further details about either the seminar missions or the meet commercial officer programme should contact David Connolly in the UKTI Water Team 0207215 4281 david.connolly@uktradeinvest.gov.uk

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Water UK's highlight event in its top stakeholder engagement programme, Source 2008, was held on May 29 2008.

Hosted by the Rt Hon Hilary Benn MP, Secretary of State for Environment, Food and Rural Affairs, Source 2008 took place at Lancaster House. Source brought together an invited audience of the top 250 decision and policy makers from inside and outside the water industry to examine the sector's performance, positioning it within a national, European and international context. A progress review on some of the long-term topics for the industry and its partners, looking forward to explore some of the main challenges we all face for the future, and identifying collaborative ways of working to address these challenges.

9th Annual Leakage Conference – Thursday October 2 2008, Coventry

Water UK's ninth annual leakage conference will bring together key figures from across the water sector as well as its regulators and Government at a critical time to explore strategic and tactical approaches to successful future leakage reduction and management.

Asset Management Forum Workshop – Thursday November 13 2008, London

Established in 2002 to provide the industry, its suppliers and its regulators with opportunities for information sharing and regular debate, the Asset Management Forum continues to run in 2008 with a focus on key issues for PR09, AMP 5 and beyond. The Asset Management Forum Workshops provide a unique environment to tackle common challenges, share best practice, debate key issues and communicate with stakeholders with a united voice.

To register your interest for any of the above events, please contact Emma Iannaccone on 0207 344 1888 or eiannaccone@water.org.uk



2008 promises to be a very exciting year for Achilles and all our Utility buyers and suppliers. The performance of our sector continues to be strong with good growth in buyer and supplier numbers.

Work is now commencing on developing a new search facility on UVDB which will improve the functionality and assist buyers and suppliers. Changes include the ability to search for Verify scores from UVDB and the user interface will see improvements too. This is being carried out alongside many other upgrades to our back office systems in order to improve efficiency and service to our clients.

The team of Account Managers, who are the main contacts supporting buyers and contractors has been revitalised with new appointments from both internal and external sources. Carl Millington is heading up the team as Director responsible for Utilities, having previously come from Thames Water Services as MD of Engenica, a business that subscribed both to UVDB and Verify. Over the last 5 years, Carl has served on the User Group as Chairman and on the Steering Group and brings a commercial user's perspective to the team.

Liz Wilson-Lamb is also new to Achilles, having joined in January 2008. Liz brings customer sales and service experience to the team and joins Nick King who has transferred back after working exclusively on TSMS. Sally Griffin is also new to the team, although not new to the business as Sally has worked in various customer facing departments within Achilles.

We all join Paul Eckersley who has been an Account Manager for a couple of years and will continue to bring his experience to bear, especially to our larger strategic utility customers. Following these people changes, we have reviewed our account allocation and over the next few weeks we will be in contact with all our customers to explain the developments and review their needs.

One of the most interesting developments is that of Carbon Footprinting. Utilities are now looking to measure and verify supplier footprints as part of their pre-qualification and selection process. Achilles is developing tools to help buyers and suppliers objectively measure the carbon demand of business and look forward to explaining this to SBWWI members in the near future.

WWEM 2008 Announces Conference Topics

WWEM 2008 has published details of the Conference topics that will headline this year's event at the Telford International Centre on the 5th and 6th November.

The WWEM (Water, Wastewater and Environmental Monitoring) Conference topics have been designed to mirror the most recent changes in the monitoring sector for water and land, with presentations from the Environment Agency, SIRA, TUV NEL, UKAS, QROS and Critical Flow Systems.

Speakers will provide an update on the Environment Agency's Modern Regulation Programme and its impact on monitoring, including the roles of MCERTS and OMA (Operator Monitoring Assessments) in the delivery of the programme.

OMA has been successfully applied to the monitoring of industrial air emissions and has been extended to include discharges to the aquatic environment.

The OMA scheme is designed to provide a 'yard stick' by which operators' monitoring arrangements can be measured in a consistent and transparent manner. OMA will produce a score that reflects the quality and reliability of self-monitoring undertaken by an operator. It consists of four sections: OMA 1- Management, training and competence of personnel;

OMA 2 - Fitness for purpose of monitoring methods;

OMA 3 - Maintenance and calibration of monitoring equipment;

OMA 4 - Quality assurance of monitoring.

Each section contains a series of elements, or questions, against which the Agency will assess the operator's arrangements and award a score. Each element will be assigned a score of one to five. (The higher the score the better the monitoring)

The implementation of OMA has meant that process operators are looking for ways to reduce risk and uncertainty in monitoring, and several presentations will describe ways in which the MCERTS scheme can help.

In addition to the continuous monitoring of water, other presentations will cover the application of MCERTS in the

analysis of contaminated land and in the sampling and laboratory analysis of water.

Entry to WWEM 2008 will be free to all Pre-Registered visitors (saving a daily admission fee of £20)

Pre-Registered visitors will be entitled to free onsite parking, free lunches and refreshments on both days of the event, and complimentary entry to all workshops.

Visitors to WWEM include staff at every level within regulators, water companies, industrial manufacturers, consultants, education, researchers, process engineers and laboratory analysts. Registration and workshop information is now available at www.wwem.uk.com

Do you know where you're going to? The water companies do...

In December, at the behest of Ofwat, each water company in England and Wales published a Strategic Direction Statement. The statements review the key challenges facing each water company over the next twenty-five years, and detail the proposed strategic responses to these challenges which are often prioritised and broadly timetabled.

The principal themes in the strategic direction statements are climate change, sustainability, resilience, reliability and innovation. The central message for SBWWI members is the importance of ensuring their strategic priorities are aligned with those of their water company clients. The SBWWI has commissioned a report which provides a summary of the key points raised in the SDS and seeks to identify potential opportunities for SBWWI members. Members can download the report from the website: www.sbwwi.co.uk.



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

SBWWI 21st Anniversary AGM

SBWWI celebrated its 21st Anniversary at its annual AGM and Lunch on Wednesday 7 November. 2007, held at the Hilton Hotel, Warwick. Ray Doughty, External Affairs Director, Wavin UK was re-elected SBWWI Chairman for a further year. Ray commented that the Society's focus during his first year of office rested firmly on the production of quality information; the support of members and their interests; the continuance and increase of Water Company and associated liaison meetings; and the lobbying of the industry regulator. Ray was also pleased to report that the membership number had increased over the year, with an additional eleven new members joining the Society.



top row l-r: Martyn Hopkinson, Jon Parr, Craig Baker, Jon Crean, Ken Smith
front row: Carol Hickman, Carl Millington, Ray Doughty (Chairman), Gary Houghton

Looking towards 2008, Ray reported that SBWWI would continue to provide members with high quality, up-to-date information about water company activities and would liaise once again with OFWAT on updating the June Returns summary report, provided for members in October 2007. Ray commented that the companies' Strategic Directional Statements and Long Term Water Resource Plans would be available in the public domain in early 2008 and SBWWI would look to provide a members' summary of their content. 2008 would also see the first round of the AMP5 draft business plans being

produced and SBWWI would continue to gather and disseminate information from the water companies on their expectations. Revisions to the Traffic Management Act would be seen in April and the outcome of the consultation undertaken during 2007 on the transfer of private sewers would be known. Finally, a move towards more meter installations may be seen if companies can provide a sound economic business case to Ofwat, and SBWWI would continue to work with others to establish the Intelligent Metering Initiative to progress this activity.

Year-end figures continued to be healthy, albeit with a smaller surplus envisaged than in previous years due to equipment purchases and office refurbishment. Carl Millington (Society Treasurer at that time) provided a more detailed report on the state of the Society's finances and also referred to the annual Report and Accounts 2006, which had been prepared by Moffat & Co, the Society's Auditors. Copies were circulated on the day. A nominal 3% rise in subscription rates was agreed by members.

Jon Crean, Flex Seal/Ferenco and Co-Chairman of the Supply Chain Forum, provided a short report on the activities of the Forum and commented that meetings allowed for in-depth discussion on industry issues and provided an excellent networking opportunities amongst the membership. Presentations had covered many issues including Safety Culture; Health & Safety; Traffic Management Act; Construction Industry Scheme; and Lloyds Multi-Utility Registration Scheme.

AGM Lunch



The 2007 luncheon, attended by just under 100 delegates, was addressed by Sue Cox, Head of Service & Performance, Ofwat, who provided Ofwat's view on Sustainability; PR09; Strategic Direction Statements; Climate change; Cost benefit analysis; Long term asset management; and Improving the customer experience, closing with a slide on PR09: what do we want to achieve?

2007 also saw the introduction of the new SBWWI industry Awards covering People and Innovation.



"The SBWWI Management Committee felt that members' achievements should be more widely recognised across the industry, and the introduction of these two awards were considered the best way to achieve this" commented Ray Doughty "we were delighted with the high calibre of entries received, and the final decisions were tough ones to reach".

The winner of the People category, RPS Water for 'The Leakage Partnership' had to demonstrate to the judges how its company highlighted investment in people by providing an integrated benefit strategy that operated for the mutual benefit of all stakeholders.



Bob Bragg receiving the People Award on behalf of RPS Water

Under the Innovation category, which received the highest amount of entries, the winner, Fusion Provida for 'Pipeliner', had to demonstrate how innovation had helped to deliver real benefits to both its' clients and its' own company targets and provide evidence that the technology/technique met or exceeded original expectations.

Nick Eakins receiving the Innovation Award on behalf of Fusion Provida



2008 AGM & Awards Lunch

We have set the date for the 2008 AGM for Thursday 12 November, to be held once again at the popular Hilton Hotel, Warwick and members will be receiving details of the main proceedings shortly. We are delighted to report that Jack Carnell, MD, South Staffs Water will provide the pre-lunch presentation and hand out the Awards.

We are also pleased to announce that the SBWWI Awards, launched at the 2007 event, and targeted at member companies, will be repeated for 2008. Make sure to look out for the Entry Forms, which will be sent out to you in the coming weeks. Award categories will be Innovation, Health & Safety and People. The closing date for entries will be Friday 19 September, 2008.

14 November 2007,
Scarman House, University of Warwick

Once again this event was combined with the metering seminar held the previous afternoon at the same location, with most delegates stopping over to enjoy an excellent meal and networking opportunity with contemporaries from within the water industry.

The conference dealt with the current issues challenging the water industry:-

- The move from Economic levels of leakage (ELL) to socially efficient levels of leakage
- Alternative approaches to effective leakage management
- Service pipe leakage
- Modeling, analysis and the use of high tech solutions.
- Water efficiency and benchmarking to other countries

In support of the themes of the seminar, there was a comprehensive exhibition demonstrating the sort of technology that will no doubt provide solutions to the challenges faced by the water industry.

It was clear that 2007/8 has been a "watershed" between old technology and approach to leakage management, and the new generation of thinking that the water industry needs to ensure that its carbon footprint is minimised if not eliminated altogether.



Steve Leigh
Chair - Leakage
Working Party



The House of Lords Select Committee Report on the water industry outlined the current thinking on how to protect water stressed areas, DEFRA too has indicated that it would like to see water metering becoming the norm rather than exception; all of which will no doubt be manifested in the planning of the water companies as we move forward.

To this end we look forward with interest to the innovative and creative solutions required by Regina Finn of Ofwat from the water companies as part of the AMP09 review process; and anticipate that the 2008 seminar on leakage will have a full and topical agenda as the industry moves forward.

sbwwi/sbgi utility connections seminar

26 February 2008
Coventry



Summary of Presentations

Utility Connections – Joined up Working

'Utility Connections – Joined up Working', organised by SBWWI and SBGI, took place at the Hilton, Coventry. Around 160 delegates benefited from a wide range of informative presentations and the excellent networking opportunity the event provided. The event was supported by a lively exhibition participated in by Murphy Group, Lloyds Register and Clancy Docwra.

The Chairman for the day was Neil Shaw, Chief Executive of International Energy Group.

Policy & Regulatory Impact

Roger Morgan, Senior Manager Compliance at Ofgem, outlined that progress has been slow in competitive electricity connections, but in gas connections, market share data shows a much more positive story. Pauline Amor, Ofwat, was clear that housing Developers do have a choice in water connections and that the situation is improving. Dave Turnbull, NJUG Operations Director, updated delegates on the latest Street Works issues. Ray Doughty of Wavin UK gave a presentation reviewing the background to the problems caused by private sewers, the proposals for transfer and actions to mitigate the proliferation of private sewers.

Stakeholder Interest

gfc's Clive Linsdell's presentation was on electricity connections and he gave an encouraging message in his review of the last 12 months. Julia Evans of the National Federation of Builders reminded delegates of the key findings from their 2006 research into new utility connections.

Martin Kane, Head of Customer Relations for Severn Trent Water advised that new connections do not feature in their Top 20 complaints, but first bill accuracy and bill queries do. Stephen Morris, Managing Director of the Cruden Group, gave the developers'

perspective and painted a very poor picture of the relationship that exists between developers and utilities.

Skills & Training

Terry Mundy, Lloyds Register, updated delegates on the progress that has been made on the Multi-Utility Registration scheme. Tim Balcon, Chief Executive of E & U Skills, looked at the future skills challenges for utilities and outlined the increased demand for skills across many industries. Kevin Wood shared with delegates JFD Group's recruitment and training initiatives.

In the Pipeline

Steve Ormrod of Peter Brett Associates highlighted the type of problems they are encountering - meters not being removed, timing and dates not being adhered to, frequent poor communication and substantial delays.

Tris Palmer of Origin Technical Business Services enlightened delegates by showing how one device can make it possible to have many pieces of equipment to hand at once therefore ensuring the smooth running of a job - camera, email, mapping, access to relevant files and notices etc

SustainabilityLive!

IWEX 2008 took place at the NEC, Birmingham on 20-22 May as part of SustainabilityLive! organised by WET News publisher Faversham House Group. It featured over 450 exhibitors, an extensive conference programme with high profile speakers, master classes and seminars with excellent networking opportunities over the three days. With leading experts in the environment, energy, water and land sectors attending, the event created the ideal setting for sharing industry knowledge and inspiration.

Visitors to IWEX were also entertained by the 20th IWO National Drilling & Tapping Championship, won by Bournemouth & West Hants Water with a winning time of 2 minutes and 17 seconds.

Next year's SustainabilityLive! and IWEX will be held at the NEC on 19-21 May.



wastewater seminar

The Future for Sewerage



11 June 2008, NAC,
Stoneleigh

The 'Future for Sewerage' seminar held in June at Stoneleigh Park near Warwick looked at the key factors impacting on foul and surface water systems both in the short term with AMP5 and over the next twenty-five years and more. A narrative summary of the key points raised at the seminar can be downloaded from the SBWWI website by members.

If you didn't attend, here's a snapshot of what you missed:

Jim Conlin (Scottish Water) provided an insight into how SUDS adoption and integrated urban drainage was being dealt with in Scotland. Scotland now appears to have reached an eminently sensible position on SUDS adoption. Scottish Water's public drainage duty has been extended to include public SUDS built to Scottish Water standards as detailed in the Sewers for Scotland 2nd edition.

Jeremy Jones (DCWW) looked at strategies for reducing surface water flows in sewers through integrated surface water management. What was striking was Jeremy's prediction that even if we control all future development flows and make inroads into reducing existing flows it will take thirty years until net flows return to today's levels. This is a

longstanding problem requiring a commitment to a long-term strategy.

John Batty (Bluejohn Marketing) delivered a summary of the key aspects of the water companies' strategic direction statements as they related to sewerage. This subject is covered in the SBWWI report on the strategic direction statements (SDS) authored by John and available to members to download from the SBWWI website.

George Day (OFWAT) provided the regulator's perspective on sewerage asset management. For PR05 (AMP5) Ofwat is looking for water companies to demonstrate they really understand their sewerage assets in terms of performance, risk, costs and service impacts. The water companies will require sound data and modelling to achieve this.

Bradley Bates (Defra) bought delegates up to date with the latest developments on the potential transfer of private sewers to Water and Sewerage Companies (WASC). The decision is now in the hands of the politicians. The challenge is that most members of the public are unaware that they carry the liability for drains and sewers on their land, so a campaign to raise public awareness of the issues involved may be required.

With the move towards transfer of private sewers and drains looking a distinct possibility, the water companies will be looking for a pool of skilled, competent and qualified labour to undertake maintenance and repair activities. **Claire Allard (Energy and Utility Skills)** explained the steps that were being taken to create a Drainage Operatives Registration Scheme (DORS).

Mike Grayson (Yorkshire Water) provided an insight into the contract strategy being adopted by Yorkshire Water for AMP5. Fundamental to the case for change was the desire and economic need for improvement. Consolidation - of both water companies and

contractors - was changing the structure of the industry, and business pressures were changing with issues such as fuel costs and carbon footprint reduction moving centre stage.

A contractor view of the procurement process was provided by **Richard Fraser (Enterprise)**. Richard felt that the attitude of WASCs to their contractors had changed considerably from AMP1 to AMP4: 'from cowboys to delivery partners.' Technology was just one of the areas in which Richard asked for water companies to ensure their key teams shared a single and consistent vision: strategy teams, procurement, delivery, operations. There was a tendency for there to be gaps, particularly between procurement and delivery.

Jeff Lang (Balfour Beatty Utility Services) explained the benefits of the partnership approach to contracting adopted by BBUS and United Utilities (UU). The results achieved by the partnership are impressive and include a 30% improvement in customer satisfaction and a reduction through natural wastage of 19% in employee numbers. Jeff attributed much of the success to the sharing of key skill sets and the ability of the partnership to provide a direct response to customer problems: 'a single, seamless team in one location sharing common goals.'

The **Home Builders' Federation's (HBF)** perspective was provided by **Ray Farrow** who outlined the key issues as being political/legislative, finance/funding,

procurement/planning, design and construction, and adoption/ownership. Financially, Ray pointed out that there was nothing to help developers in the recent consultation on competition. Ray asked the audience if they could name any other industry where one party handed over a perpetual income stream to another (i.e. developers handing over the income stream of water rates/billing to water companies for no return).

Jason Lingard (Severn Trent) highlighted what the term 'carbon footprint' really means, and its implications for WASC and the supply chain. We are living in a carbon hungry society - both from the industrial and personal perspective - and action needs to be taken to redress this. From the corporate perspective, companies need to establish their carbon footprint and then develop a carbon management strategy driven by senior management. Carbon has got to become the new currency of business.



13 November 2007

Scarman House, Warwick University



Trevor Bishop,
Environment Agency
Metering: an "Integrated
Solution"

Trevor reported that Regulators and Government appear aligned and full metering across the country is now widely viewed as the end-point. The questions at the fore of the metering debate were now around how such an objective could be delivered effectively and to greatest advantage.

The step change in the metering agenda provides real opportunities to enhance both the planning and management of water supplies in the future as well as ensuring the customer issues are addressed. From a water resources viewpoint, Trevor considered that there were four main drivers:

- Climate change (adaptation/mitigation)
- Environmental
- Demand
- Externalities

Trevor's final comment was that meters alone were not the answer, but they could be the hub of the answer. An integrated solution bringing together all the issues associated with metering is essential to the delivery of an overall metering strategy.

Malcolm Day, Severn Trent Water

"Understanding the relationship between metering and the levels and patterns of domestic consumption."

Severn Trent Water has established a long term project to improve its understanding of the relationship between metering and the levels and patterns of domestic consumption. Malcolm's paper described STW's Measured Domestic Consumption Monitor; summarised early results of the project and gave a statistician's view on some of the difficulties involved with measuring the impact of metering on domestic demand. There were two strains of thought in understanding customers: 1) do metered customers use less water? or, 2) do customers who use less water have meters?

Richard Jeffers, Sensus Metering Systems - "MID - What is it"

After many years in preparation the Measuring Instruments Directive 2004/22/EC became national law in all Member States in 2006 and over the next 10 years would replace all existing EC and individual Member State legislation on the instruments affected. Richard's presentation addressed:

- The effect the MID would have, specifically on water meters
- Comparing the new specification methods with those used previously, using detailed slides
- A summary of the new marking requirements

Neil Harper, United Utilities

Neil's presentation considered what the drivers for intelligent metering may be and what water companies needed to consider as part of the overall strategy of metering, intelligent or otherwise.

Neil also asked 'what is intelligent metering' and are we, as an industry, sufficiently aligned to deliver. The benefits and potential pitfalls, if any, both for customers and for the industry generally were also debated.

Break-out sessions

A number of break-out sessions followed Neil Harper's presentation, to discuss and debate a number of issues relating to intelligent metering and the requirements of the industry.

George Archibald

George asked the delegates 'What should an intelligent metering system do?' and water companies, and the cost implications and rationale for the introduction of intelligent metering.

Overall, delegates considered that data capture; data transmission (protocol) and data analysis/management, were the key reasons for the installation of intelligent metering.

Dene Marshallsay

Dene looked at the barriers/opportunities of intelligent metering across customers; the supply chain and water companies. Delegates' responses from the three groups were very similar. There were a number of comments about understanding what the implications were for metering and some concern about knowing what customers want; need; like to see, and the ultimate cost to the consumer.

Neil Harper

Neil asked how important was it for Water Companies, Government and Europe to be involved in the debate. Using a standard template, where 10 was very important and 1 not important, delegates identified that Water companies (not surprisingly) would consider that it was a top priority for them to be involved throughout the process; with Government involvement coming a close second. Influence from Europe was in general not thought to be of significant importance to the UK, although should be recognised for comparison purposes. It was agreed that views needed to come from the highest level within the water companies and Regulators (there needed to be political will) and there was a need for a consolidated group to take the lead on discussions and future activity.

Jack Carnell - summary

Jack briefly concluded that the discussions had exceeded his expectations for the day, reporting that 'What' and 'When' were the key questions to answer.

- The 'what' - the need for a metering community benchmark (via a similar organisation to UKamra)
- The 'When' - the need for something to happen soon. The carbon agenda is now and the price review is imminent.



Intelligent Metering Initiative

The recent Report of the Inquiry into the regulation of the water industry conducted by the All Party Parliamentary Water Group is supportive of the new Intelligent Metering Initiative (IMI). The IMI was launched in January 2008, with funding provided by industry stakeholders interested in confronting the difficult issues that will be faced in securing the benefits that intelligent metering applications can provide to the industry and its customers.

There are increasing challenges ahead to maintain the sustainability of water resources in the face of climate, demographic and behavioural changes. Intelligent metering is increasingly being seen by many as a necessary tool in dealing with the sustainability challenges facing the utility industries in the 21st century. Expressions have been made by Government and industry regulators that intelligent metering will improve the industry's ability to reduce demand, identify leakage and apply fairer tariffs.

The IMI is a consortium of organisations active in the water sector who are concerned to determine the value of intelligent metering and, if proven, to advance its application. The IMI steering group has representatives from the Environment Agency, OFWAT, the Consumer Council for Water, DEFRA, Waterwise, UKWIR, the Society of British Water and Wastewater Industries (SBWWI), major water companies and research consultancies. Working Groups have been established and have identified projects to take forward on Cost Benefit Analysis; Data Requirement Specifications and Common Protocols. The project proposals have been signed off by the Steering Group and work is currently progressing. The Groups will be meeting on 10 June, when interim reports will be provided on progress.

The IMI members are anxious to improve understanding of the benefits that can be achieved from intelligent metering applications. They recognise that there are significant practical and business issues that have to be more closely considered in shaping the future of metering in the water industry but they also know that unless these issues are confronted and resolved there will be no useful progress.

The first IMI Workshop was held on 10th July at the WRc Offices, Swindon to discuss in more detail the three projects, in advance of the final reports being released in September 2008 (see summary opposite). A further workshop/feedback session will be organised for Monday, 1st December at Scarman House, Warwick University, in advance of the SBWWI metering and leakage seminar.

For more details on the Intelligent Metering Initiative, please call 01926 314166; email: info@imi-metering.co.uk web: www.imi-metering.co.uk (under construction). IMI, 38 Holly Walk, Leamington Spa, CV32 4LY.



Impact of Metering on Demand IMI workshop 10th July 2008

Over 35 delegates from water utilities, regulators and the supply chain attended the recent workshop sponsored by the Intelligent Metering Initiative to explore the Impact of Metering on Demand.

During the morning's papers, the common assumptions behind the impact of metering on demand were subjected to close scrutiny and a number of themes recurred which pointed to the need to explore in more detail the evidence cited for the impact of metering, and the tools used for doing that. Neal Warren (Essex and Suffolk Water) showed the importance of occupancy on pcc calculations and called for better data to be able to identify demand effects. He also pointed out that metering was only one of the tools available and questioned whether the impact of metering could be separated from that of other water saving initiatives, or indeed whether this mattered as it was the whole picture that was important. George Archibald (L&P Services) looked at the reasons for demand reduction and challenged whether the growth of metering to date had yet had any effect on demand, based on the data supplied by the water companies to OFWAT. It was suggested that a separate pcc figure for new homes should be produced by each of the companies, as this was likely to be the best indicator of the level of demand in compulsorily metered homes. Dene Marshallsay (Artesia Consulting) summarised the position of Waterwise who consider metering to be the most effective means to accurately recover costs, promote water efficiency, and achieve a fair charging system through tariff design. They have specifically been looking at sub-metering in flats and have come to the conclusion that this should be implemented in all new build developments.

The afternoon session opened with Magda Styles (Environment Agency) summarising a study on the possibility of any alignment between intelligent water metering and energy metering. Whilst it was acknowledged that there are technical and data ownership issues arising from the differing needs and structures of the two industries, it was concluded that a joint group should explore the potential in more detail. Andy Godley (WRc) gave an overview on the implications of moving to full metering, which looked at the practical constraints to meter penetration and the rate at which meters could be installed. This concluded that the funding for meters needs to be increased to achieve high overall meter penetration and that getting support from customers was essential to reaping the benefits from full metering.

The papers were followed by two lively discussion groups focussing on the challenges and opportunities for demand reduction. These highlighted the need for the industry to connect more effectively with customers in order to influence the choices they make. One over-riding concern was that as water remains a relatively cheap service, the householders with above average incomes, likely to be the highest consumers, are not likely to be driven to save water by a metered price. On the contrary, there may be a growing attitude that paying by meter frees the customer to use water without conscience. Improving billing to give effective feedback to customers on water use remains to be tested as a way to temper this. It was identified that further work needs to be done with the regulators and plumbing industries to obtain benefits from water efficient devices.

Two common themes that ran throughout a highly thought provoking day were the need to improve the data and evidence for the impact of metering on demand and the fact that it is customers who save water - not meters. Andy Godley

no-dig live 2008

Don't miss the event of the year
Get Ready for NO-DIG LIVE 2008
NO-DIG LIVE 2008 returns to Stoneleigh Park for
the ninth biennial appearance 23-25 September.

Organisers are reporting that sales are well ahead of previous years and visitors are promised a comprehensive showcase of products, to include asset management tools and inspection equipment, through new installation techniques such as HDD and pipe jacking, to pipe replacement and renovation options.

The outdoor LIVE demonstration area is world famous for being the one No-Dig event where visitors can really get up close and personal with the equipment on display and the demand for outside space is so great this year that the space is already sold out.

In addition to the normal scope of the static indoor show, this year there is also a new indoor arena where some exhibitors will show the

practicality of their systems and techniques to visitors. There will even be a chance for visitors to get first hand experience of equipment - for example try your hand at pipe cutting, or discover the versatility of Mini-Cam's systems on the 'assault course'!

New for 2008 is the early morning 'Breakfast Briefings' when visitors will be able to start the day by attending topical seminars focussing on issues affecting the industry.

'The Transfer of Private Sewers' is the hot topic for Wednesday 24 September when a panel of speakers will discuss the biggest change to the sewerage industry since the early 1930s. The panel will include representatives from Industry, Contractors, as well as Clients who will debate the various issues raised in the official Government Consultation..

Attendance at the Breakfast Briefings will be free of charge and will include light refreshments for those attending. Pre-registration is a requirement as space is limited and can be arranged at the show website www.nodiglive.co.uk



Traffic Management Act Update

Well, after 3 years it finally arrived on the 1st April 2008 the new regulations for the Traffic Management Act (TMA) have come into force. As a major part of these regulations comes the changeover for the new street works IT noticing system; to be technical, the change from ETON 3 to ETON 4. The Department for Transport allowed 6 months for ETON Developers to develop and test their product, and a further 3 months for utilities and highway authorities to test them, integrate them with their existing systems and carry out the important training.

However, as Developers only got the go ahead in October, delivery was squashed to less than 6 months resulting in many authorities and utilities not being ready. Many utilities invested additional time and money to hit the 1st April deadline, only to find that only 15% of local authorities were ready.

So, does it matter that the deadline was missed? Well yes it does, as the implementation of Fixed Penalty Notices (FPNs) is not being delayed. So whilst local authorities, who carry out as much work on our streets as utilities, are exempt, utilities have not been given the 6 weeks bedding down period prior to local authorities issuing FPNs for noticing failures.

NJUG maintains the position that FPNs could become an unnecessary burden applied to utilities and this will actually do little to improve how local authorities, utilities and contractors work together to co-ordinate works and minimise congestion. NJUG believes the industry needs fair and reasonable incentives to encourage good communication and good co-operation between the various parties, and this could be achieved without

financial burden being unfairly applied to utilities. NJUG will continue to engage with a range of stakeholders to promote more positive solutions.

And if this was not enough, we will see the introduction of Permits later this year. Many people ask me, what is the difference between a Permit and a Notice? Quite simply, rather than telling the authority where and when a utility will work, they must ask permission. And, more importantly, a Notice does not cost utility bill payers any money, as there are no fees. Permits involve paying a fee that utility bill payers will end up paying, and if they are rolled out nationally, the costs to UK plc could be in excess of £400 million per year. Other than the fee, they both provide a similar mechanism to exchange information that allows all parties to communicate, co-operate and co-ordinate works in the street, so as to minimise congestion.

We all want our communities to function and many do not make the connection between the vital role of the utilities in delivering essential services to society and the need to dig up the roads to ensure this continues. No one likes street works, however they are essential to enable the installation of new infrastructure and to replace worn out assets.

Utilities are committed to minimising the impact of their works on the highway through better planning and more effective coordination.

The TMA gives more powers to authorities and even though these changes have only just been implemented, more are on the way over the next three to four years. These include changes to Records, Inspections, Training and Accreditation, Safety and the costly proposals for full and half width reinstatement and long term damage caused by reinstatement. For more details, contact NJUG 0207 340 1423.



TECHNICAL The Construction Products Association's long term lobbying on Building Regulation structure has resulted in proposals to change Approved Documents only every six years (other than Part L – Energy, which will be changed every three years). Changes will be coordinated i.e. all related parts will be changed at the same time, so drainage (Part H) will coordinate with water efficiency (Part G) and if necessary structure (Part A) and sound insulation from drainage inside dwellings (Part E). Coupled with a long term plan setting out changes for the years 2010, 2013, 2016 this will give much needed predictability on regulatory issues.

Part G water efficiency is out for consultation and the Association's Industry Affairs Director, John Tebbit, has chaired the development of the consultation draft in his role as a member of CLG's Building Regulations Advisory Committee. Reduced water usage brings the Association concerns over drainage and particularly whether low flush WCs will need steeper gradients. Additionally, revision of the Construction Products Directive is underway and through our European body CEPMC, the Association has been working to ensure that any improvements do not reduce the value of the work carried out to date on harmonised standards.

INDUSTRY IMPROVEMENT The Association has been working to improve take up of the industry KPIs (see www.kpizone.com) in order to allow product manufacturers to benchmark their own performance and to encourage industry's

customers to use standard metrics when judging performance on environmental, people and customer satisfaction issues. The Association continues to work to demonstrate how the product manufacturers are innovating through publications such as Construction Products Innovation and Achievement (CPIA) as well as reporting to government on the industry's health and safety contribution.

ENVIRONMENT The Association is working with BRE and BSI to develop a framework standard on responsible sourcing of materials so that individual sectors such as aggregates, cement and plastics can develop their own sector schemes. We are also working with BRE and BBA on eco-profiling of materials and products to achieve a single scheme with multiple providers to ensure competitive offerings in both time and money terms. In the longer term we expect the BRE Green Guide to be supplemented by an 'ecopoints per square metre of building' type metric to reward both low impact materials and efficient product and building design. Through the Waste Working Group, the Association is striving to deliver the industry commitment for a 20% reduction in packaging waste by 2012.

ECONOMICS In terms of Economics, the Association produces bi-annual Construction Industry Forecasts, detailing our forecast across various sectors, including the water sector. Another key element is our Achievable Targets publication which demonstrates what the government plans to deliver for housing, schools, hospitals, transport and water infrastructure against actual out turn. These documents are broken down into specific areas so that SBWWI members can identify trends relevant to the water industry.

research by EU Skills, which found out-of-date vocational qualifications, an ageing workforce, attracting and retaining higher level skills, and the attractiveness of the sector as a whole were the key problems facing the sector.

Employers have been involved in the projects from the start. They have used the SSA work to significantly improve the way they address their skills issues. The projects would not have been possible without the involvement of employers from research stage to pilot scheme and beyond.

Some examples of projects are:

- Regulation The Electricity and Gas Distribution Networks have an ageing workforce. EU Skills is working with them to build detailed industry resourcing models which are helping them to attract, recruit, train and retain the next generation of skilled workers. By working with Ofgem and the Gas Networks we have helped secure £80 million for recruitment and training over the next five years.
- Water Competency As the water industry

PRIDE IN OUR INDUSTRY

Spanning across the general theme of pride delegates at this year's IWO Annual Conference heard from exceptional speakers in areas of motivation, retention, succession and planning.

Minister, Phil Woolas delivered a captivating keynote address, and really engaged with delegates, as he described the disbelievers of climate change as "bonkers". Regina Finn, Chief Executive of Ofwat praised the water industry, noting that there is much to be proud of and that "accelerated change" also means "accelerated opportunity".

Stephen Kay, Managing Director of Cambridge Water showed delegates a film to commemorate the 200th anniversary of the birth of Thomas Hawksley then followed it with his own vision of the industry. Stephen supported the overall theme, particularly with regard to climate change and the environment.



Jack Carnell
IWO President

Speaking about this year's Conference Jack Carnell, IWO President and Managing Director of South Staffordshire Water said:

"Dame Yve Buckland (Consumer Council for Water), Katharine Bryan (Northern Ireland Water) and Richard Sears (Yorkshire Water) were all

informative and entertaining. It was clear that the customer needs to lie very much at the centre of what we do if we are to succeed as an industry and the messages given out by all three speakers were well received and understood."

Other high profile speakers at the event included: Barbara Frost, Chief Executive, WaterAid; Consultant Steve Walker and from the Penna Organisation John Singleton and Meg Goodwin. The Conference finished with a superb round of presentations in the IWO Young Persons Forum. Claire Lorenc, Niall Darrant, Sarah Pickard, Stephen Smyth and Stephen Youell collectively reassured delegates that the future of our industry is in very safe hands.

During the IWO Presidents Dinner held in the Great Hall at King's College the winners of the Business Skills Awards for the Water Industry 2008 were announced. The EU Skills Business Skills Award 2008, sponsored by Develop, was given to Northern Ireland Water with Northumbrian Water a close runner up. The EU Skills Continuing Professional Development (CPD) Award, sponsored by IWO, was won by Ray Baldwin of Northumbrian Water.

Conference proceedings are available for IWO members to download on the IWO website www.iwo.org.uk

To reserve your place at next year's conference to be held at the Sage Gateshead, 23-25 April 2009.

Please contact Lyndsey Campbell at IWO on 0191 422 0088 or e-mail: lyndsey@iwo.org.uk

energy&utilityskills

SECTOR SKILLS AGREEMENT READY FOR ACTION

After two years of research and pilot schemes, Sector Skills Council Energy & Utility Skills (EU Skills) has officially launched its Sector Skills Agreement (SSA).

The SSA takes the form of a number of projects designed to address key issues surrounding skills shortages in the sector. The launch has been marked by the creation of 15 short films, funded by the European Social Fund (ESF), promoting or illustrating each project, which will be released on DVD, USB stick, and will be available to view on EU Skills' website.

The projects themselves range in size and scope from an interactive health and safety CD for the waste management industry, to strategic groups working with industry regulators on managing skills issues. All the projects have come out of extensive

drives the need for a competent workforce, two methods of acknowledging skills are emerging. Endorsement schemes which allow quality in-house training to be benchmarked, enabling organisations to apply an approved training strategy to their employees; and registration schemes which allow individuals to register their skills on an industry recognised database, making their skills transferable between employers across the industry. At present there are registration schemes in development for: drainage, leakage, competent design and water hygiene.

- Careers Website. Aimed at 14-19 year olds, the careers website is part of the EU Skills larger site. It helps to raise the profile of the sector, making it more attractive to young people by providing information on Apprenticeships, jobs, qualifications, salaries, entry requirements and career progression. It was launched last autumn.
- Power Sector Skills Strategy Group (PSSSG). Established in July 2007, the PSSSG is a senior collaborative group of

power sector companies, set up to address the strategic issues across the power sector and to deliver a sustainable skills strategy to meet the needs of the sector in the medium and long-term.

The aim of the short videos is to brief as many employers and stakeholders directly by the champions who have developed the pilots. EU Skills hope to increase the employer and stakeholder engagement by using this tool.

The short films feature interviews with employers and stakeholders in the sector, from Chief Executive's of large energy and utility companies, to tutors at Further Education colleges. There is a film for every project, running around 2-4 minutes each in length. Taken together they offer the viewer a comprehensive picture of the skills situation in the sector, now and in the future.

Frank Corrigan, Director of Strategy & Development, EU Skills, comments: "None of our SSA work will have any value unless it positively impacts the businesses of our employers. The process of the SSA has given us the opportunity to understand what employers want and bring employers

waterwise Conference Report 2008

The Waterwise Annual Water Efficiency Conference 2008 moved to a new and much larger venue, Keble College Oxford and attracted not only Water Minister, Phil Woolas, to give an address at the conference dinner, but also top level speakers from the UK and overseas. The minister emphasised the need to look at the link between water and energy and this was supported by several of the speakers at the conference. Water companies in the UK are responsible for 0.6 per cent of national greenhouse gas emissions, but domestic hot water use contributes 5 per cent of total emissions. The morning session showcased the work of the water companies and the regulators. The last conference in 2007 focused on the collaborative projects, through the auspices of the Water Saving Group, that Government, the water companies, Waterwise, the Environment

Agency and Ofwat were embarking on to further knowledge about water efficiency. Since then several key documents have been published that speakers repeatedly referred to throughout the day. The Government has produced its water strategy, Future Water, that highlights the role of water efficiency over the years to 2030. Each of the water companies has published its Strategic Direction Statements that look 25 years ahead. The Government has issued its Code for Sustainable Homes that becomes mandatory, for new build, from May 2008. The presentations provided an update on the water efficiency work that will be vital in the production of both the water companies' Water Resources Management Plans and the PR09 Business Plans. The latter are to set out investment over the following five year, but in the context of the longer term strategies.

Update to Code of Practice for Self Lay of Water Mains and Services England & Wales.

WRC is working with water companies and SBWWI to update the Code of Practice for the Self Laying of Water Mains and Services, England and Wales. In 2004, WRC organised a steering group with representation from the water and sewerage companies and SBWWI which produced the 1st edition of this code of practice. Since then many self lay organisations have been using the code of practice on new developments.

This second edition will incorporate knowledge gained by WRC in the writing of a sister document "Water for Scotland" and the site experience of laying water pipes gained by Self Lay Organisations throughout the UK.

Additionally, Ofwat is revising its guidance on self lay policy, which is expected in the autumn and that will also be incorporated into the code of practice.

WRC has organised a drafting group for the update consisting of WRC, Water and Sewerage companies, water only companies and SBWWI to develop the new Code of Practice. The drafting programme has started and the first meeting is scheduled for late July 2008 with an anticipated publication date in Spring 2009.

**For further information on this release, please contact
Claire Brown on 01793 865089 or
email claire.brown@wrcplc.co.uk**



The APPWG inquiry into the future of the UK Water Sector

As a highly competent contributor to the domestic water policy debate, the All Party Parliamentary Water Group (APPWG) decided in autumn last year to hold an inquiry into the future of the UK water sector. During a series of successful fringe events at all three party conferences it had become increasingly clear that the wider sector is faced with a multitude of complex challenges, such as resource management, efficiency, flooding and climate change adaptation, but does currently not possess the necessary means to meet them in a sustainable way. The need for such a thorough investigation was clearly recognised by parliamentarians and the group had therefore no problems in forming an inquiry panel of eminent politicians, including Rt Hon Elliot Morley MP, Linda Gilroy MP, Andrew George MP, Lord Whitty and the Earl of Selborne, who all have considerable sector expertise. Subsequently, key stakeholders of the sector came together to provide the inquiry with financial assistance and expertise. The group was delighted that the supply industry supported the inquiry through the SBWWI, alongside Water UK, Wessex Water, WWF-UK, CCWater, eaga plc and Unison.

The group set itself an ambitious timetable to publish its final report in early 2008 so that the inquiry's recommendations and proposals could feed into all ongoing discussions and consultations at DEFRA, Ofwat and the Environment Agency. The inquiry was launched at a parliamentary meeting by Water Minister Phil Woolas MP in December 2007 who welcomed the inquiry as a crucial contribution to the debate and congratulated the group on bringing together all key stakeholders. The response to the inquiry was very positive with 53 written submissions and three packed oral evidence sessions in February. This was followed by an intense period of meetings of the inquiry panel and the expert advisory group to discuss the report's recommendations and proposals and to agree on a final report that is based on a firm focus on consumer protection and increasing sustainability as well as partnership approaches.



The report was launched at a parliamentary reception on 2nd April with Water Minister Phil Woolas as the keynote speaker who praised the report and promised that Defra will thoroughly assess the report's recommendations and suggestions. The report was also endorsed by Pamela Taylor (Water UK), Tony Smith (CCWater), Dr David Tickner (WWF-UK) and Mike Jeram (Unison). With nearly 130 people attending, the reception was a great opportunity for everyone involved in the sector to come together and discuss with parliamentarians and other key players in Westminster and Whitehall how the sector should move forward. The inquiry and the report also received considerable media coverage with the Times, Daily Telegraph, Daily Mail, Yorkshire Post and various trade journals, such as Utility Week, reporting on it.

Clearly, the inquiry has come at the right time, as demonstrated by the numerous positive feedback received, and is now perceived as key contribution to the debate.

**For more information on the APPWG please contact:
Tessa Rodewaldt/Adam Thomas
APPWG Secretariat 0207 222 3533
t.rodewaldt@connectpa.co.uk
a.thomas@connectpa.co.uk**

Pitt Report 'Learning the Lessons' from 2007 floods

The All Party Parliamentary Water Group (APPWG) was updated on 11 July 2008 by Sir Michael Pitt, author of the 'Learning the Lessons' report. Sir Michael explained the extent of the damage caused by the 2007 floods, the impact on communities and business, how they had highlighted the vulnerability of much of the UK's infrastructure and outlined the recommendations his Review had proposed to alleviate future problems.

Sir Michael faced a number of tough questions from the audience, which focused on the need to ensure that development in flood prone areas was restricted and that the right systems and technologies were put in place to deal with the impact of flooding. Greater use of Sustainable Urban Drainage Systems (SUDS) was required to aid drainage and more stringent requirements for the use of porous surfacing. Sir Michael stated that proper mapping of flood prone areas needed to be carried out and proper resources directed to flood defences and flood management.

**More information about the Pitt review can be found at:
<http://www.cabinetoffice.gov.uk/thepittreview.aspx>**



APPG (Sewers) Wednesday 2 July 2008

On the 150th Anniversary (almost to the date) of the "Great Stink" when Parliament instigated Sir Joseph Bazalgette to set up the London Sewerage System Phil Woolas, MP, Minister of State (Environment), DEFRA attended the All Party Parliamentary Group (Sewers) on Wednesday 2 July to provide an update on the current situation with regard to the transfer of private sewers and to hear views from the wider industry, including residents from the Woodlands Group, Rugby. The APPG pressed for transfer to start from 2010. DEFRA informed attendees that the legislation required to implement transfer could be ready by then but that the Government had not decided yet when transfer would start from. This decision will be made when Defra's review is completed later this summer.



Elster Metering introduces revised pulse and shroud system for C&I water meters

Elster Metering Limited, part of Elster Group, the world's leading manufacturer and supplier of highly accurate, high quality integrated metering and utilisation solutions announces the launch of a revised pulse and shroud system for their C&I meters, H4000, S2000, C4000. These products are ideally suited to applications such as network management, leakage monitoring and commercial billing.

"As water consumption has increased over recent years, a demand has grown for water metering solutions able to deliver consistently accurate measurement. In addition, organisations are under ever-higher commercial pressure to reduce life-cycle costs. Elster Metering's C&I meters are specifically designed to meet these needs," commented Elster's Marketing Manager, Perry Shead.

To ensure compliance with any future legislation and strengthen Elster's Emeris AMR solutions, the pulse output communications on their C&I meters have been changed to a new inductive-based technology. To facilitate this change, the C&I robust furniture has also been updated.

The new inductive registers feature compatibility with the Emeris PR7 inductive pulse transmitter. Bi-directional pulse capabilities are now standard and an improved high-speed pulse output option is available. The new register also features enhanced protection against fraud.

The products affected by this change are the H4000, S2000 and C4000 fitted with a copper-can register. Contact Elster Metering on 01582 402020.



Prepare for the future with new lateral camera system



In order to provide clients with a means of surveying lateral connections where upstream access is unavailable, The Waterflow Group Plc has recently invested in a CCTV inspection system that can launch a camera up laterals from within the main sewer.

One of the most significant changes in the responsibilities of the UK water and sewerage industry for many decades is likely to be the transfer of liability for private sewers from property owners to the sewerage companies. Initiated by

Defra to alleviate the problems of unadopted sewerage systems which cannot practicably be maintained or brought up to standard by individual householders, the transfer may include not only sewers serving two or more properties but also private drains outside the curtilage which they serve.

After a thorough assessment of equipment currently available, The Waterflow Group chose the LISY 150 system for inspections of sewers and laterals which form part of ongoing survey and rehabilitation contracts with Thames Water and other clients. According to Adam Wheeler, Waterflow's CCTV Divisional Manager, "Having seen IBAK's manufacturing facilities and worked with the equipment on site, we are confident of meeting our customers' requirements for surveying private lateral connections from the main sewer. The equipment supplied by IBAK has been built into a specialised vehicle that was purpose-designed and built by Waterflow, and the rig started work for Thames Water immediately mid March 2008.

Waterflow wins WRc approval

The Waterflow Group Plc has gained WRc approval for the installation of the Berolina-Liner manhole-to-manhole cured-in-place lining system.

'WRc Approved' is an independent technical view on whether a product is fit to do the job for which it is intended, or a contractor is fit to provide a specified service. Products and services submitted for approval are assessed by WRc against an existing technical specification or an assessment schedule for the specific product or service.

The Berolina-Liner was awarded 'WRc Approved' product status in May 2007, and Waterflow has been undergoing an assessment process which led to their receiving WRc approval as an installer on 08 November 2007.

Waterflow is currently using the Berolina-Liner for the renovation of 150-300 mm diameter pipes in Canvey Island and Southend, as part of a contract for Barhale Construction and Anglian Water. The pre-impregnated liner tube is cured by UV light rather than conventional thermal methods, which speeds up installation times and minimises environmental risks.

For further details, please contact: Roger Kern, Waterflow Group Plc, Tel: 01753 810999 E-mail: rogerkern@waterflow.co.uk



Ferro Monk Team



New 'greener' repairs for UK

Ferro Monk Systems Limited, one of the UK's leading Waste Water Asset and Pipeline Rehabilitation specialists, is pleased to announce it has become the first UK approved contractor to use Ultracoat - a 100% solids epoxy sprayed coating system.

To coincide with the announcement the company held an open day demonstration event at its new £1M facility in Leeds. Customers who attended the event came from as far afield as Inverness and watched demonstrations highlighting the benefits of Ultracoat.

Danny Heffernan Managing Director at Ferro Monk said, "We wanted



Pipeline design & installation

New literature from GPS PE Pipe Systems offers the utilities industry clear and updated guidance on the use of the company's polyethylene pressure pipe systems range, from design to installing and commissioning.

The 'Installation and Technical Guidelines' completely overhauls previous GPS PE Pipe Systems literature, in terms of technical information and presentation. It takes a logical path through the whole process, beginning with an overview of GPS PE Pipe Systems product ranges for water and gas and concluding with system testing.

GPS PE Pipe Systems has compiled the guidelines with system designers, distributors and installers in mind and is a useful reference for all involved with polyethylene pipeline systems in the water, gas and industrial environment.

The advantages of polyethylene pressure pipe systems have been appreciated for many years. Polyethylene's toughness, immunity from corrosion, constant superior hydraulic properties, excellent resistance to chemicals and comparative lightness promote its use in situations where cost-effective and reliable systems are required for gas, water and sewage applications.

GPS is a division of Glynwed Pipe Systems Ltd, an Allaxis Company, and is dedicated to the manufacture and supply of polyethylene pipe systems for gas and water transportation in the utilities and industrial markets.

GPS PE Pipe Systems

Tel: +44 (0)1480 442623 Email: helen.gathercole@gpsuk.com



DCT makes fyne progress on pipeline contract

DCT Civil Engineering has undertaken a delicate operation to replace part of the main sewer at Inverrary on the shores of Loch Fyne.

Martin McIlvaney, project manager for the client, Scottish Water, explains the purpose of the project: "The existing gravity and pumped sewer runs along the beach and now leaks in several places. This allowed effluent to leak out into the sea-loch at low tides, but also let salt water into the sewer at high tides".

Even in fairly low concentrations, salt

inhibits the bacterial processes which digest the effluent at the treatment works and results in incomplete treatment and resulting odours.

Scottish Water decided not only to install a new stretch of sewer alongside the loch, but also to relocate it from the shore to a line running beneath the A83 trunk road which skirts the Loch. The new sewer pipe has been laid at a higher level and is less likely to be affected by sea water. Relocating the sewer also means that 10 unsightly concrete towers, built to provide access for maintenance, can now be demolished.

Working in the town itself demanded flexibility and a sensitive approach to local residents and businesses, says Mr McIlvaney. "If you know Inverrary, you'll know it's full of tourists most of the time. We worked closely with local businesses to minimise disruption and had to plan for a long weekend closure in September to avoid disrupting a pop festival". Local community liaison was tackled by DCT, Scottish Water and Morrison Construction (the client's agent) working as a team. "We were always aware of local concerns" says Mr McIlvaney.

The new sewer was commissioned on the 28th March 2008. This project is the latest in a string of successful contracts for Scottish Water which Oldham-based DCT has carried out since setting up its Scottish office at Coatbridge three years ago. Contact DCT Civil Engineering on 0161 3448555.

to show our customers our newly refurbished facilities and thought it would be a very good opportunity to also show them the benefits of Ultracoat at the same time. An environmentally friendly solution, it can be sprayed onto a wide variety of surfaces including: concrete, steel, brick, iron, fibreglass, clay and steel, with the added bonus that the surfaces can be coated whilst damp".

Mr Graham Wood, project manager, Scottish Water CID - South West Infrastructure, who attended the open day event said, "The Ultracoat epoxy rehabilitation system looks straightforward to apply and will have a multitude of applications in the infrastructure rehabilitation market. Contact Ferro Monk on 01132 877577.



Severn Trent Metering Services had their Boundary Box supply contract with Yorkshire Water renewed at the end of March.

A warm letter of recognition was received to acknowledge the service offered by STMS during the previous contract.

The new contract is for 30,000 units p.a. for a minimum of 5 years and includes standard tail and new push-fit pipe connection options.

Severn Trent Services Contact: Fran House on 01246 456 658



Caldertech Technology Limited are pleased to announce the launch of their PROXIMA Range of Fusion Processors - designed, developed and manufactured in the UK and incorporating the unique Calder-soefe weld analysis software package offering the user the assurance that the integrity of the joint is constantly monitored throughout the fusion cycle.

A complete range of fusion processors are available including The ProXima Taurus* 40/80V light weight model for use with the UPONOR Easigrip range and other 80V electrofusion fittings using either manual or barcode input.

Contact Sales +44 (0) 1924 469571 or sales@caldertech.com

Balfour Beatty Utilities Businesses join forces

Balfour Beatty plc, the international engineering, construction and services group announces the merger of its two utility operating businesses, Balfour Beatty Utilities and Balfour Beatty Power Networks.

The new business, Balfour Beatty Utility Solutions, will be the largest multi-utility solutions provider in the UK, well placed to respond to the fast changing markets in which the business operates. Also, it will be one of the largest operating companies in the Balfour Beatty Group with turnover in excess of £600 million per annum.

Balfour Beatty Utility Solutions works for most of the major utility companies across the electricity, water and gas markets in the UK, along with selected overseas markets.

Phil Brookes, Managing Director Balfour Beatty Utility Solutions, comments: "The merger of our utilities businesses will reap many rewards in terms of simplifying our customer points of contact, allowing us to build on our existing customer base and maximising future opportunities whilst aligning the company more closely with its customers' requirements"

Yorkshire Water & Optic Technium win bid to develop industry first innovation



Balfour Beatty Utility Solutions, Yorkshire Water and OpTIC Technium are to develop innovative technology which will have the capability to detect water leaks from within a water main, without excavation.

The £850,000 project, which is supported by investment of £380,000 from the Technology Strategy Board, aims to create a pipe assessment camera and sensor system which will be able

to assess the structural integrity of a live water main and accurately locate leaks.

John Proctor, Yorkshire Water's Principal R&D Engineer said:

"This is a truly innovative project which supports Yorkshire Water's Clearwater Strategy of developing technology which enables the maintenance and repair of our underground pipes, without the need to interrupt service or dig holes in the road or pavement."

Colin Kelly, Operations Director for Balfour Beatty Utility Solutions said: "This funding has provided us with a fantastic opportunity to work in partnership with Yorkshire Water and OpTIC Technium to create a piece of equipment which will improve the way we work in the future as well as provide huge benefit to society."

Contact: Mark Kelly on 0114 232 9700

Uponor Pipes up to the Challenge at Dubai's Palm

Uponor's international expertise is proving a significant benefit to the spectacular Palm Jumeirah, off Dubai's coast, as products from Uponor UK, Germany and Sweden have been supplied for both the vast infrastructure project and for the hotels, shops and private properties being constructed.

Uponor Infrastructure UK has supplied a substantial amount of potable and non-potable polyethylene (PE 100) pipes for The Palm, including 80km of HPPE pipe in diameters between 160mm and 1200mm for the spectacular Atlantis hotel and aqua-park.

One of the biggest early challenges to this project was directionally drilling 19 metres beneath the seabed through compacted sand and then pulling through 1000mm diameter Uponor pipe in 400m sections for three seawater intakes. Tim Perkins of Uponor commented:

"We've manufactured pipes to handle daily water volumes for the equivalent of a town the size of York; it's been a huge but highly successful project."

Contact Uponor International on +44 (0)1773 582277

Steam lining brings Thurrock Sewer Pipelines up to grade



As part of a recent project for Anglian Water Services (AWS), one of the UK's ten major water companies, and part of the Anglian Water Group, ITL undertook a sub contract for pipe relining work using air inversion/steam cure techniques.

The aim of the rehabilitation work was to rejuvenate a series of Grade 4 and Grade 5 sewer pipes to a minimum Grade 2 standard.

In order to achieve the aims of the project, whilst minimising the disruption and environmental effects of the rehabilitation operations, ITL decided to utilise the latest air inversion/steam cure lining technique providing faster installation times and less disruption to everyday life and minimising styrene odour issues, which can be associated with other inversion renovation techniques.

John Beech, ITL's business development manager, said: "The air inversion/steam cure lining option is one of the latest additions to the broad family of pipeline renovation options ITL now offers. Whilst others have opted for systems such as UV cure linings we believe that our air inversion/steam cure option often offers a more overall cost effective solution, not just financially but in time terms as well."

Contact: John Beech on 01924 277076

Takeover Announcement



On Monday 2nd June 2008 S B W W I member company

Future Environmental Services Ltd announced the takeover of fellow SBWWI member company Future Amtec Ltd.

In a multi-million pound deal Future Environmental Services Ltd acquired 100% of the shares of Future Amtec Ltd., thus forming the second largest independent drainage service provider in the UK.

A staged integration process will take place with Future Amtec being completely absorbed into the Future Environmental business by March 31st 2009.

The new company will operate from bases throughout the UK, with a new Head Office and Laboratory facilities in Glasgow and further depots in Rosyth,

Scotland, Preston, Lancashire, Chesterfield, Derbyshire and Woking, Surrey.

The business will employ some 250 staff and have in excess of 70 operational units providing a comprehensive range of surveying and sewer cleaning services to a range of Blue Chip Clients throughout the UK.

Managing Director of Future Environmental Services, Stephen Bruce emphasised that this was a friendly takeover with the Directors of both businesses fully supportive of a move which brings together an unrivalled range of skills for the total management of wastewater and drainage assets.

All members of staff have been retained and will continue to provide a cost efficient and quality service to Clients old and new.



Thomas Dudley Ltd.

Waterfit harnesses Thomas Dudley Group resources... to provide an even better service!



A partnership between two of the UK water industry's most respected suppliers is delivering considerable benefits.

Waterfit Limited, a leading manufacturer of gunmetal fittings and meter chambers, became a member of the successful Thomas Dudley Group in 2005. The move combined Waterfit's extensive product portfolio with the cast iron surface and stoptap boxes, lifting tools and accessories manufactured by Thomas Dudley Ltd. As a result, water companies and their contractors have been presented with a convenient, secure and extremely reliable source of supply.

Since joining the Group, Waterfit has relocated to a purpose built manufacturing facility on Thomas Dudley's site in Dudley. New machinery

has been installed and a number of new products made available. Recent developments include a new range of acetal banjos and new push-fit connections supplied pre-assembled onto acetal or gunmetal banjos, saddle straps, meter chambers and stopcocks. Furthermore, Waterfit has enhanced its customer service by taking advantage of Thomas Dudley's in-house WRAS testing expertise, financial resource to hold strategic stocks, competitive group sourcing capabilities and advanced distribution network. With quality and reliability in mind, all Waterfit products are also now assembled and tested on site before leaving the factory.

Contact: Waterfit on 0121 520 7987, Thomas Dudley on 0121 530 7000



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