

## **Steve Fraser – United Utilities Ww Operations Director**

### **Transforming Wastewater Operations**

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#### Agenda

- Introduction
- Background
- Progress Made
- Examples of Successful Initiatives

## Introduction

- A Bit about myself.....

about us  
Our performance

## Background

- The wastewater business was facing significant challenges
  - Bottom of the OFWAT efficiency league for OPEX
  - Unacceptable number of category 1&2 pollution incidents
  - Low Levels of Customer Satisfaction

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## The Context - Key operational and service measures

	Start Point	Current position	Target
<b>Relative efficiency</b>	Below average 10/10 WASC's	Below average 6/10 For operations	Upper quartile in the medium term No1 by 2010
<b>Pollution</b>	2005 21 wastewater incidents <sup>1</sup>	2006 10 Wastewater Incidents <sup>1</sup>	Long Term Target of 0 events
<b>Sewer Flooding</b>	641 properties on flooding register in 2005 /06 <sup>2</sup>	On course to reduce the number of properties on register in 2006 / 07	Reduce number by around 50% in the medium term
<b>Overall customer satisfaction (response to enquiries)</b>	April 2006 36%	Jan 2007 68%	85% in medium term Aspiration of 100%

Developing a high performance company 

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<sup>1</sup> refers to Category 1 & 2 incidents as defined by the Environment Agency

<sup>2</sup> refers to properties at risk of experiencing one sewer flooding incident in 10 years

## Examples of successful initiatives in Wastewater Operations

- **Integrated Performance Management (IPM)**
  - A performance optimisation programme, covering our top 63 WwTW's, supported by investment in financially justified projects and provision of a real time performance dashboard.
- **Effective Operations and Maintenance (EO&M)**
  - Changing the way we operate and maintain our assets based on RCM principles, with work delivered via resource scheduling.
- **Work delivery centres**
  - Alignment of our network partner organisations with our field staff to deliver a more efficient and effective customer service.
- **In-sourcing of MESO**
  - Productivity gained by deployment of EO&M are enabling pumping station maintenance to be brought back in-house.

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Any Questions?



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15<sup>th</sup> February 2007