

25th Annual Leakage conference

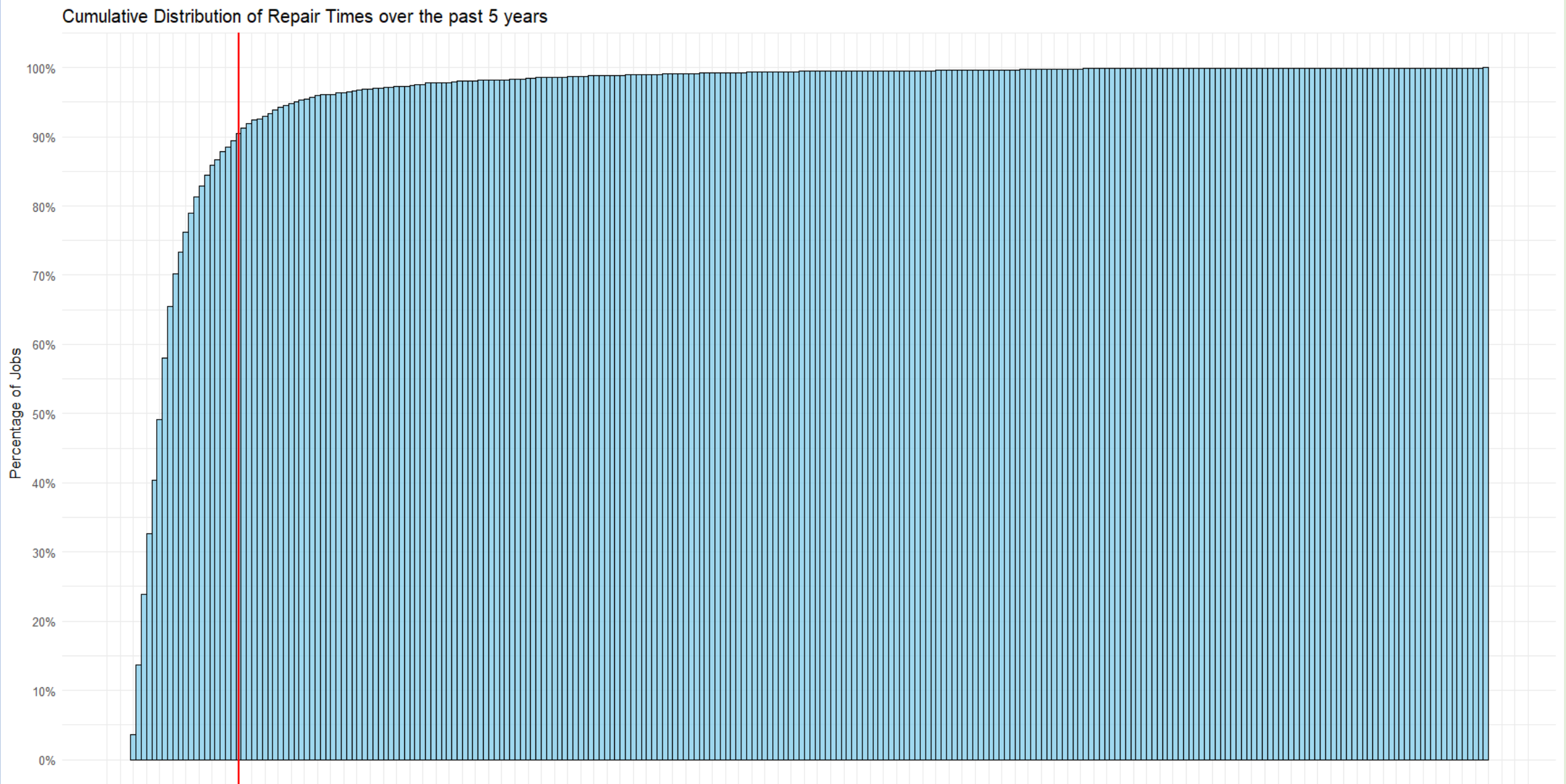
Collaborative work on repair solutions

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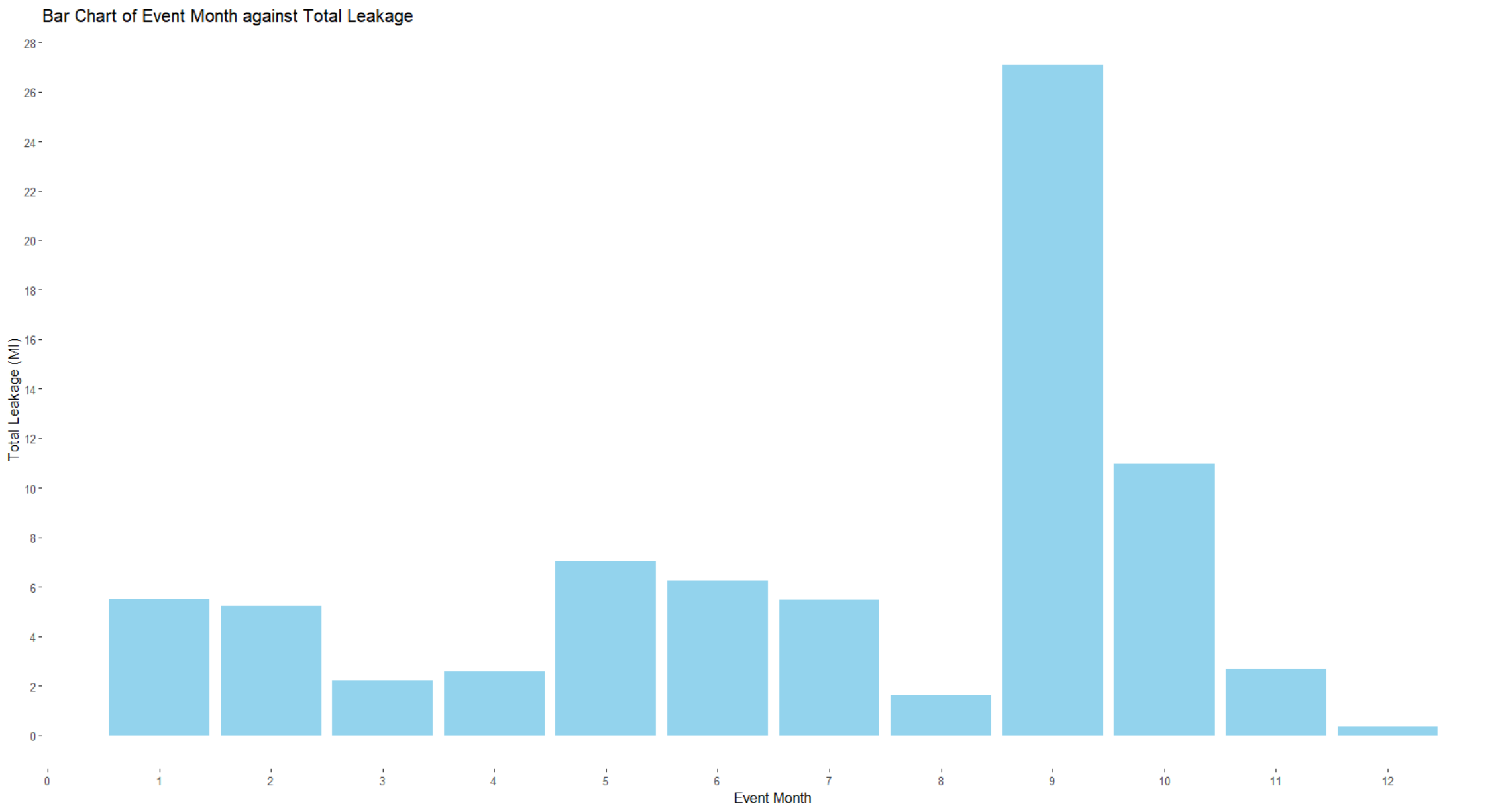
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- There is still a dearth of live projects for Mend (Prevent=17%, Aware=38%, Locate=32% & Mend=13%) despite the fact that about 52% of leakage management costs are on Mend.
- Repeatedly raised by Leakage Managers as an area of concern and highlighted as an area that requires innovation.
- Now being promoted through Spring Accelerator 5
- Good to see some solutions starting to come through in this area, but they still struggle for adoption, possibly due to our contractual arrangements.
- Additionally, we need some primary research to understand the root causes of long running repairs.
- Carried out some initial analysis at SES Water into understanding the causes

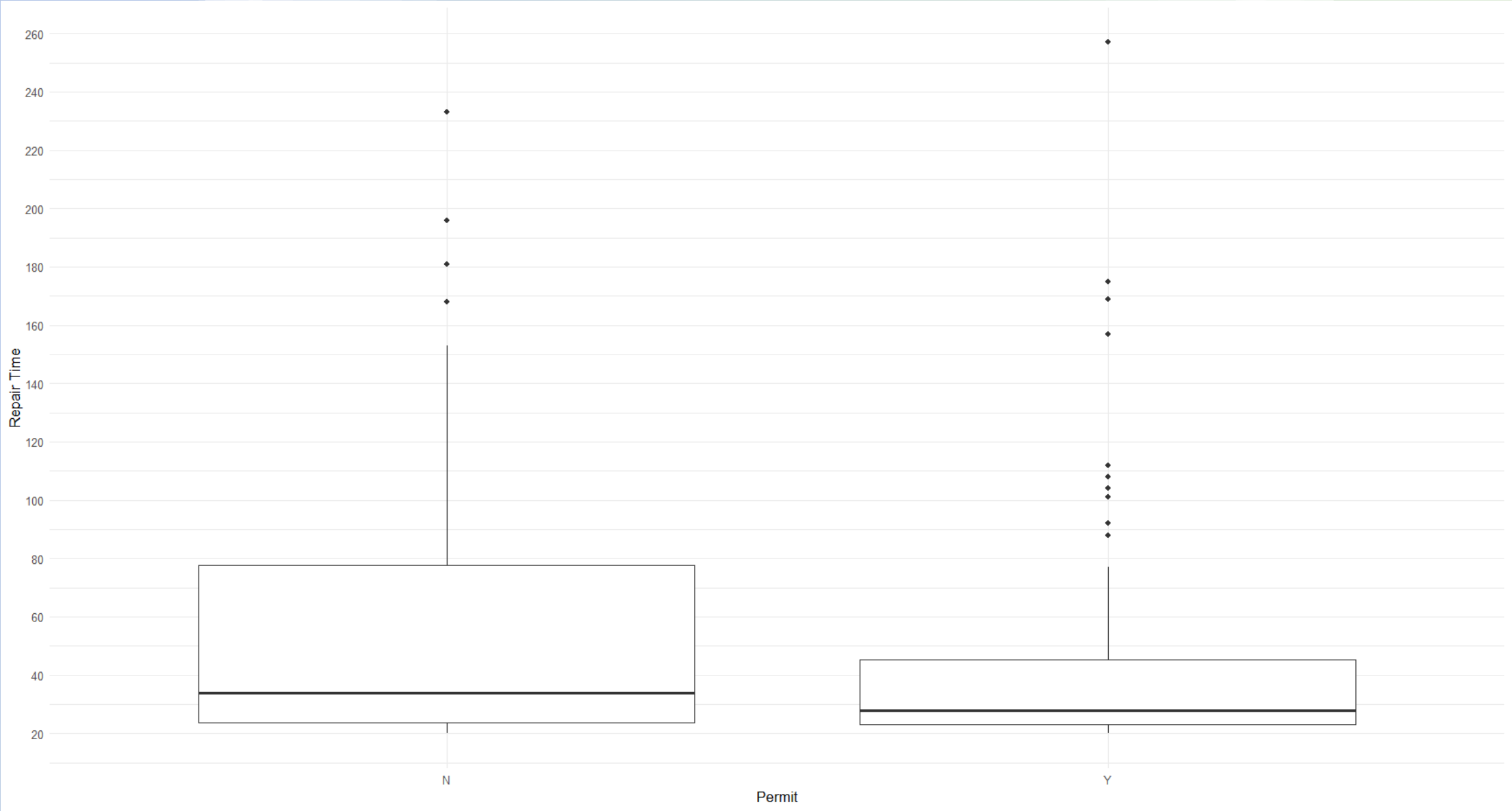
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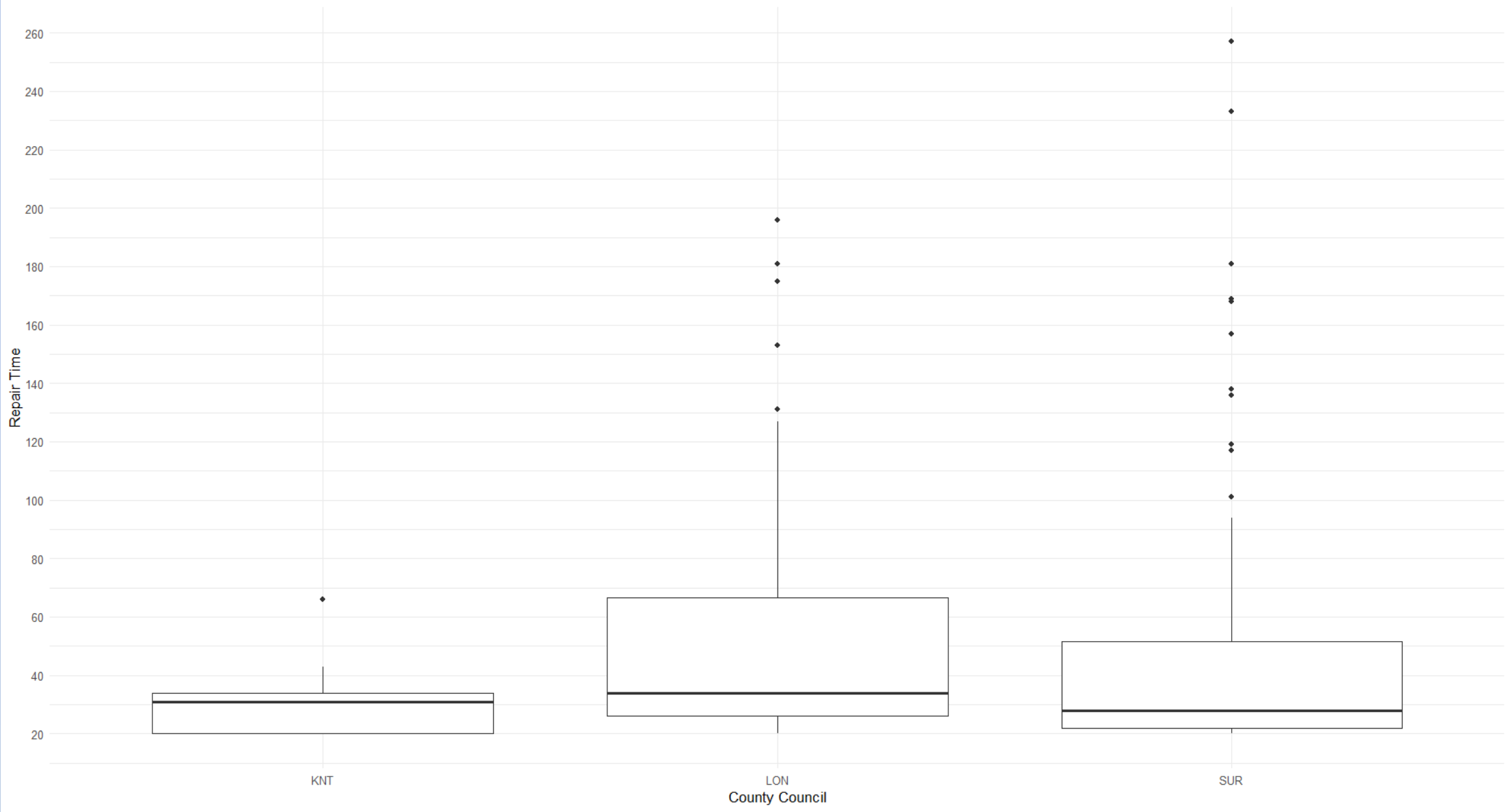
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- Although analysis is useful, we need solutions to be adopted swiftly.
- Difficult as there are multiple factors (councils, contractors, Reg 31, planning).
- This needs a multi-disciplinary collaborative approach.
- Building on a suggestion made at the conference last year, we are proposing **Special Leak Services**.
- Similar to the Croydon Group (which looks at customer side leakage) this would be a collaborative approach across the water companies and contractors to share new products, learnings and good practise.
- Concentrate on difficult to repair bursts (worst 10%), but ensure that new techniques are trickled down into standard repair methodologies within companies.

Collaborative work on repair solutions

- Require (at least) five disciplines.
- Planners – early identification of difficult jobs and innovative planning approaches
- Regulatory – Water quality and compliance but also liaison with councils .
- Interruption specialists – manage the isolation of the main and new techniques.
- Mend specialists – companies and contractual staff able to undertake difficult repairs.
- Explainers – experts at sharing knowledge and understanding with other companies
- Which spells PRIME (because I love a good acronym)
- Looking to get this up and running in the next few months and interested in further discussions with willing companies.