

Contracts update: Chestnut Ave

Chestnut Avenue Waste Water Pumping Station in Eastleigh, near Southampton, is a high-flow critical station which required major refurbishment.

The site was scoped and looked at many times over the years but a workable solution proved difficult.

BTU took on the challenge and scoped and designed the new installation using in-house resources with many years of experience.

The project was started in January of this year and completed by June; Martyn Peters acted as Project Engineer and Alistair Price as Site Manager.

Andy Parker, Operations Manager, said: "The work on this difficult refurbishment was carried out safely, professionally and on-program, which is a credit to the site manager and site team – well done. Throughout all the works the site remained in full operation at all times, with no incidents."

The site was set up as a Construction (Design and Management) site (CDM) and there was over-pumping in



place to help in case of bad weather.

One wet well was isolated from the incoming flow and cleaned, then the old pipe work was removed along with the pumps from the dry well and new pumps and pipe work installed.

These were run on temporary variable speed drives (VSDs) to stop the non-return valves (NRVs) slamming due to height of the rising main.

During this stage of the refurbishment the main panel was replaced with a new one by TSE, a division of the Southampton-based

Trant Group.

TSE designs, manufactures, installs and commissions control panels for process engineering sectors in Britain, including, for the water industry, upgraded wastewater treatment works and pumping stations across Britain and overseas. It is Southern Water's Standard Asset Supplier.

Work then started on the second side at Chestnut Avenue Waste Water Pumping Station and was a repeat process of the first dry well.

A temporary mains panel

was installed to run the site whilst all the building services were moved to a new location within the pump house; this also included the installation of new cable tray around the building to carry the new cables.

The old motor control centre (MCC) was then removed from the building and a new MCC delivered and installed. This was connected to the mains, then the pumps were swapped across to the MCC and the new distribution board powered up.

The temporary mains board was disconnected from the incoming supply and the station was set to run on the new panel along with new control philosophy to Southern Water's specification. This included the installation of level transducer heads and back-up floats to both wells.

The Mechanical crew based on site comprised Geoff Easton, Elizabeth Earl, Anthony Mills and Dan Hayes and the Electrical crew were Aaron Beard, Chris Ives, Dom Flood, Phil Tutton and Andy Shott.

ICE one! Customer is at heart of every project

Southern Water's Capital Delivery has stepped up its communications with contract partners as part of the drive to improve its service to customers.

The Improving Customer Experience (ICE) newsletter is delivered to staff at Capital Delivery's four major partners: BTU, Clancy Docwra, 4Delivery and Morrison Utility Services. It also goes to Southern Water's staff in Capital Delivery.

The newsletter, published every two months, highlights schemes where there are significant customer challenges or where good practice is setting a strong example.

There is also news of Southern Water's latest performance in the Service Incentive Mechanism (SIM) and a 'Think Customer' news section containing examples of, or ideas for, improving customer service.

Richard Price, Head of Capital Delivery, commissioned the

newsletter. He said: "Schemes have always been about the balance of time, cost and quality. We want a fourth element – the customer – to be at the heart of every scheme we run.

"We also want to forge the strongest possible links with our major contract partners and the ICE newsletter helps us to do that.

"It transparently promotes customer excellence on schemes, irrespective of which partner has delivered it, and therefore encourages everyone to raise their standards."

ICE dovetails with Southern Water's new look on the streets. The joint branding drive with contract partners such as BTU makes it clear to customers that the company is working in their area and which task is being carried out.

Branding is based on using the Southern Water and contractor logo, plus the message 'Working together



for our customers'. Where appropriate, a second line to message explains what the activity covers.

With site signage often limited to statutory signs, customers often failed to realise that they were being dealt with by Southern Water.

This led the utility's communications team to roll out a programme of improved signage based on 'speech bubble' customer information boards, such as the ones at the recent sewage repair scheme at Sholing, Southampton, pictured.