

A FAST START IN AMP7

As part of our half year results presentation, some of our teams came along and presented the work they're doing to get ready for AMP7



Investing £10m to drive down costs and customer ODIs associated with burst mains and supply interruptions



CLEAN WATER TANKERING

Old Process

- Teams with broader remit used, meaning reprioritisation and skills refresh required in incidents
- Equipment designed for multiple uses, and not up to date with advances in technology
- Tankers spread across 8 locations – good for geographical reach but hard to keep them all ready to respond
- Takes an average 9 hours to get a tanker to an event

New Process

- In-house specialist team of 49 Technicians on 24/7 shifts with experience of incident response
- We now have purpose built and designed variable speed pumps built on the tankers
- Centralised equipment ready to go immediately when requested
- We can now get tankers to site injecting within 3 hours

New Tanker Process Opex Saving Per Year	£2.8m	40%
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**£9m Capital spend for equipping the new teams with specialist
water tankers, vehicles, tools and equipment**

**2 year payback including opex savings and customer ODI
penalty avoidance**



Since May 2019 we
have attended more
than 202 events

Estimated:

Injecting water into reservoirs

£2.5m

Injecting water directly into mains
network

£1.7m

Supply interruption penalty avoided

£4.2m



A photograph showing a construction site where a large blue pipe is being installed in a trench. Several workers in orange high-visibility uniforms and hard hats are visible. One worker in the foreground is pointing towards the pipe. The pipe is being held in place by yellow straps. The background shows more workers and the trench walls.

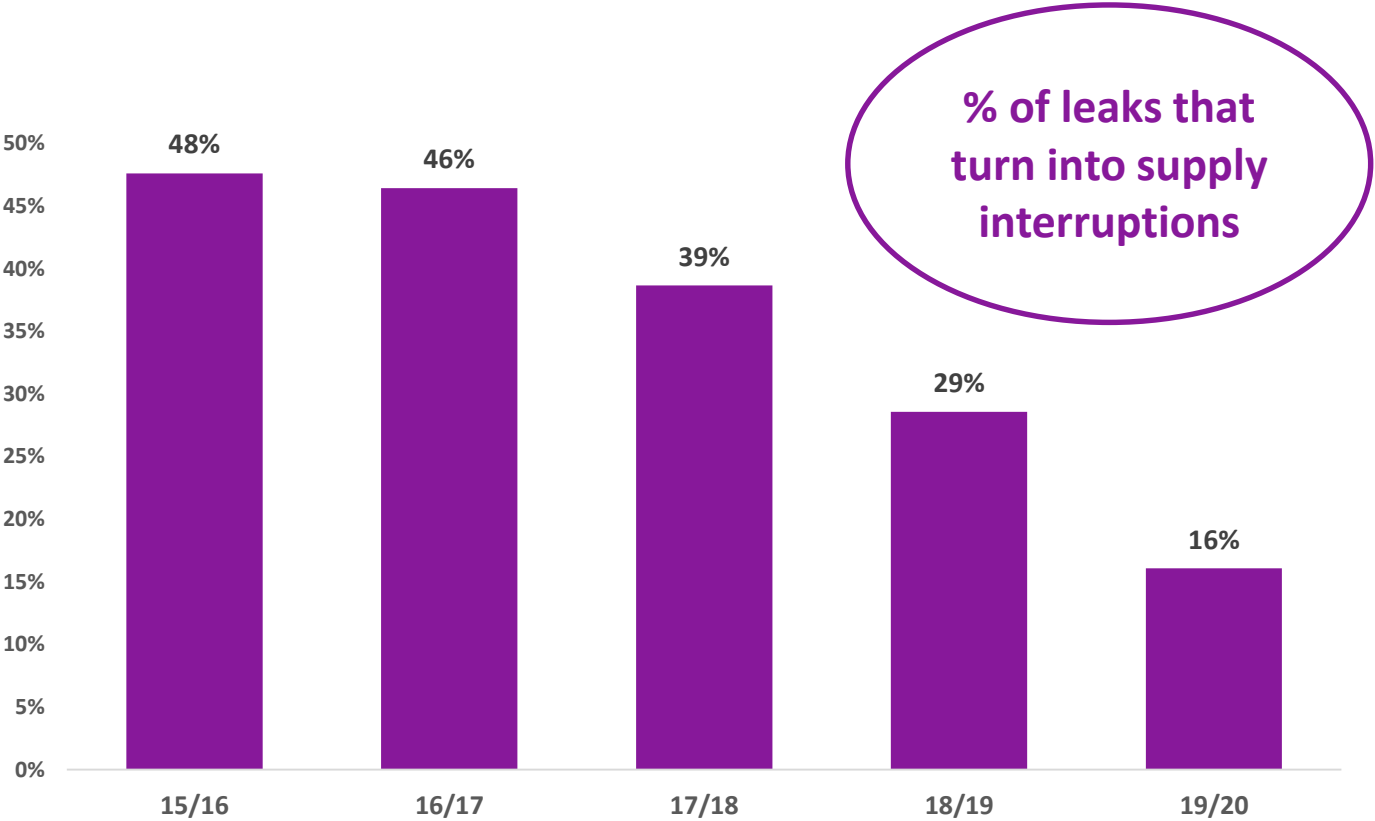
TRUNK MAIN REPAIR TEAM

- Insourced a team of 28 trunk main repair experts
- £1.1m capital investment to equip the new teams with specialist vehicles, tools and equipment
- We now have 24/7 365 capability to react to eruptive reactive trunk main bursts

Trunk Main Repair Team Performance

Fixing more trunk main leaks than ever before, preventing those future events

Fixing leaks for 10% the cost of contractors enabling us to do more volume for the same price



Contract cost per job = £50K
Severn Trent Trunk Main Repair Team cost per job = £5K

TACKLING LEAKAGE WITH SMART DETECTION LOGGERS

**We've invested £14m in technology to support
our 15% leakage challenge in AMP7**

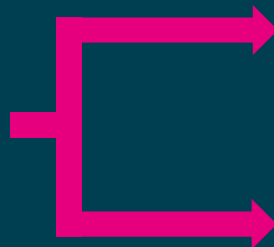
WONDERFUL ON TAP



ACOUSTIC LOGGERS

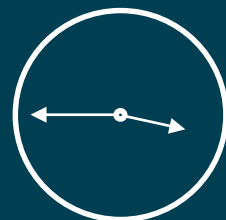
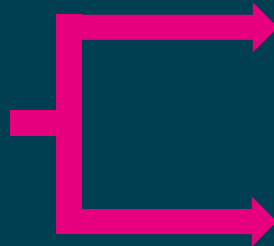
- Installing 38,000 loggers to cover 15% of the most reactive leakage areas
- Finding underground leaks before customers are affected
- Improved resource efficiency: 60% reduction time to find leaks in these areas

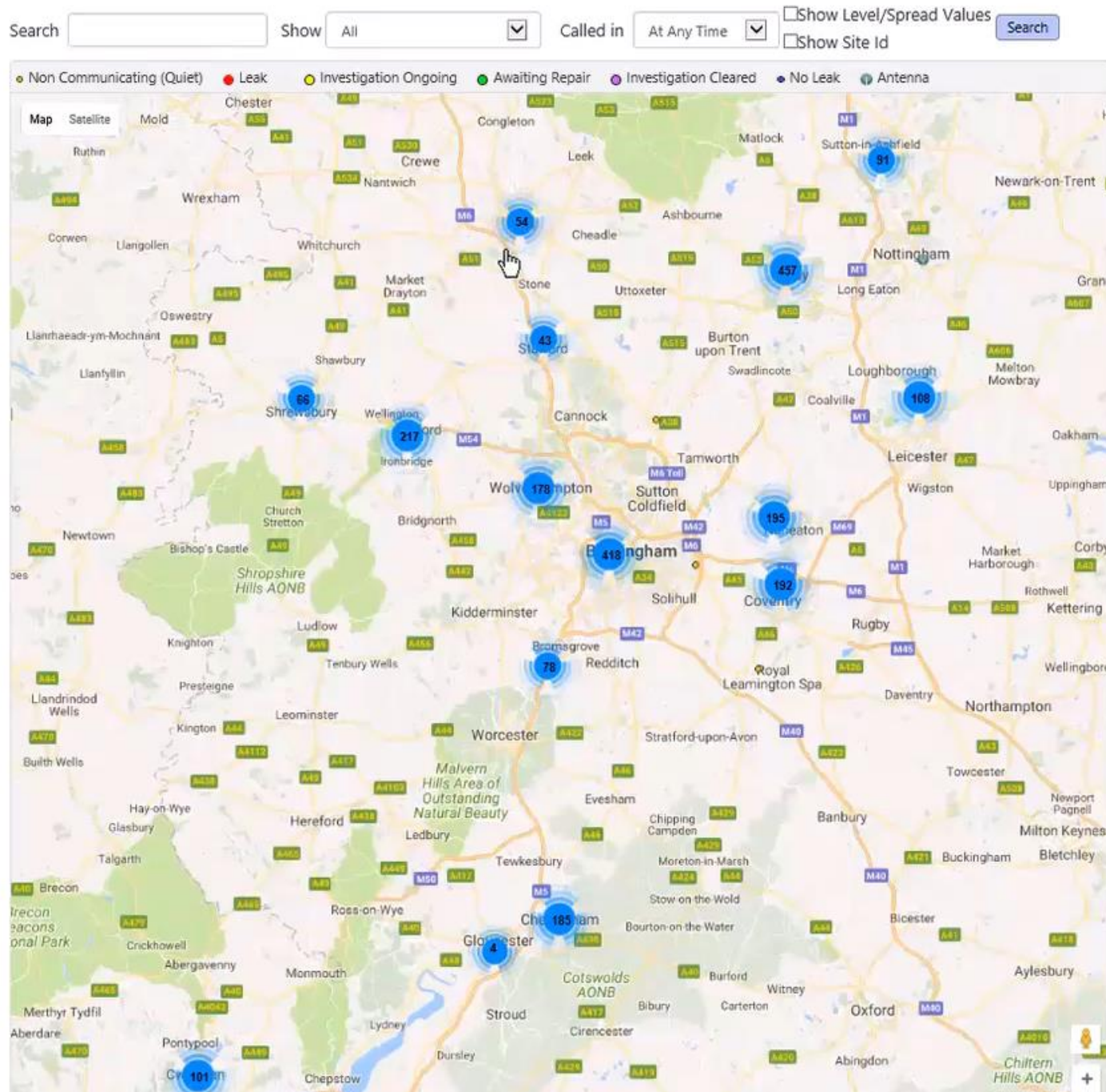




How do the loggers work?

- Loggers wakes up between 2-4am, listening out for new leaks on the pipe network.
- Alarms and sound files are sent to the office for analysis.
- Fieldwork dispatched to find the Leak.



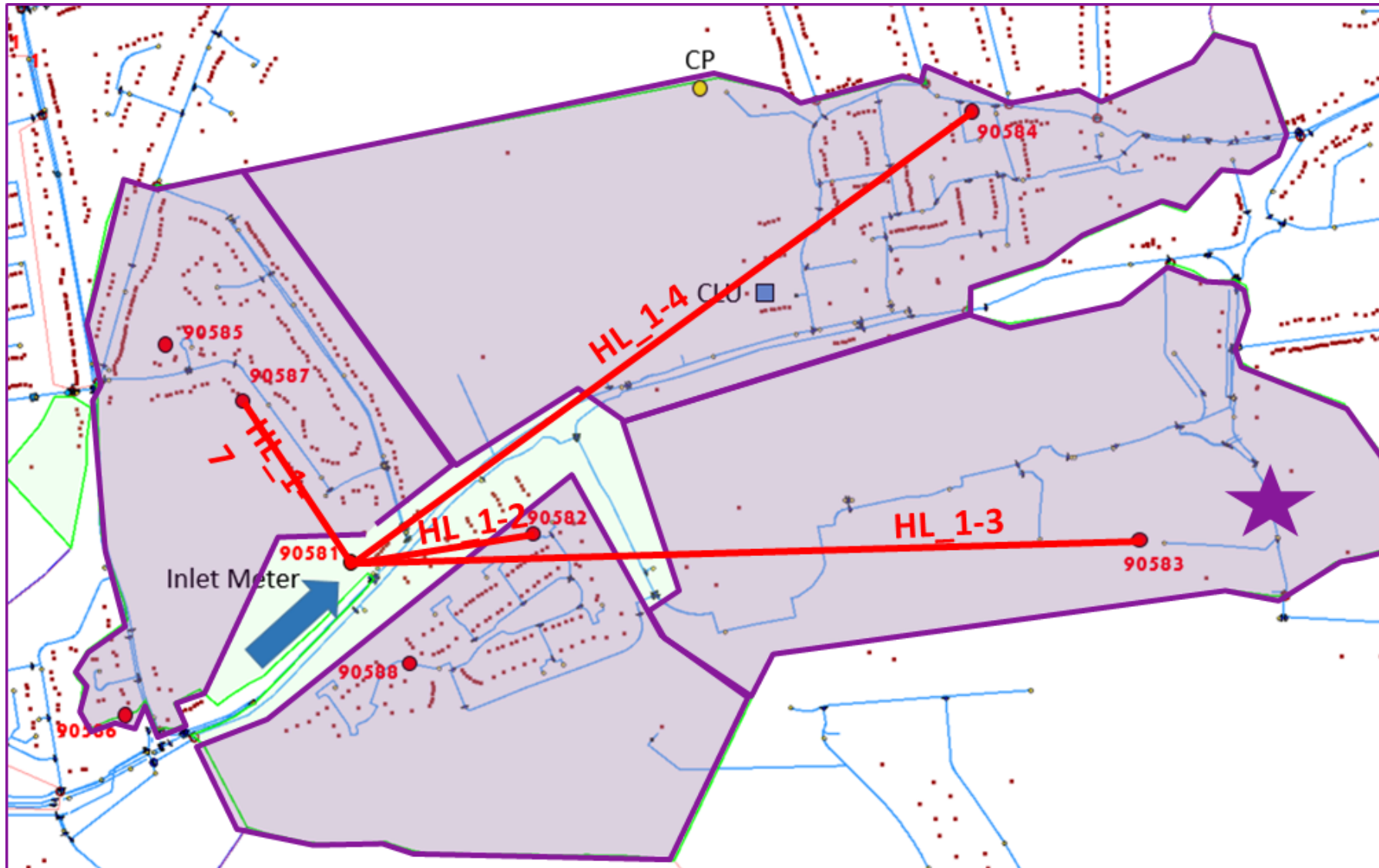


**Pinpointing leaks
enables rapid fixes
– before it impacts
the customer**

DYNAMIC PRESSURE LOGGERS

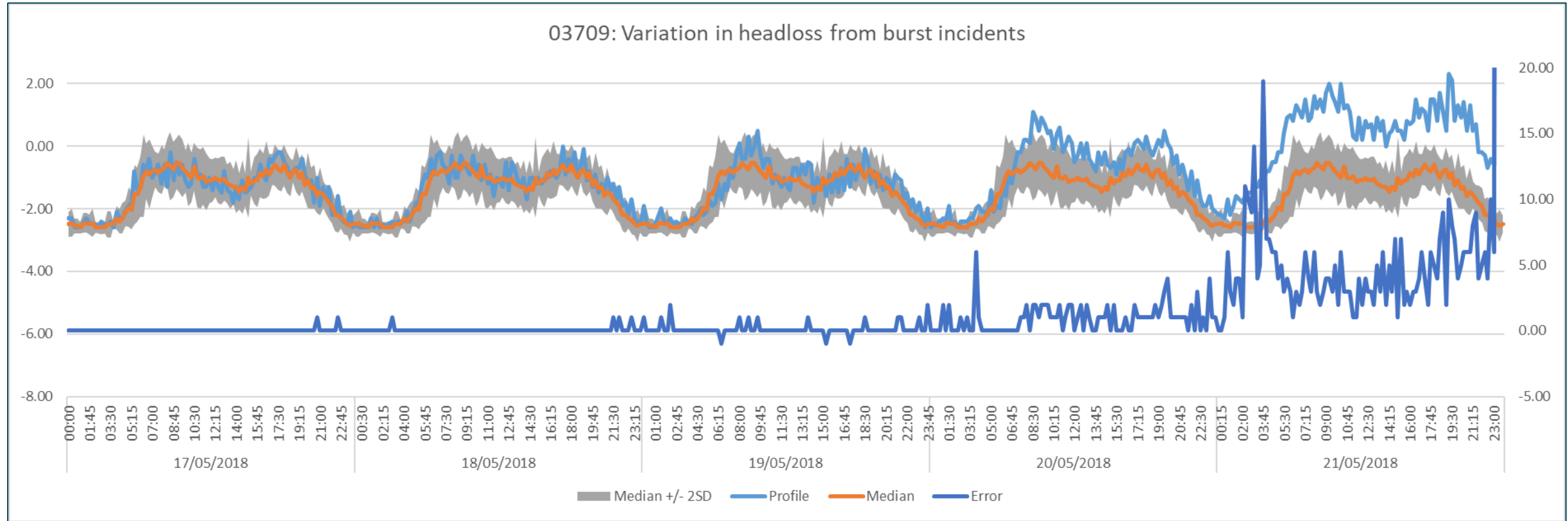
- Installing 6,000 pressure loggers to cover 15% of the pipe network
- Supporting network investigation with alerts following data analytics





Water pressure profiles are analysed by subtracting the pressure in each branch from the inlet pressure

These profiles are then used to identify pressure issues on the network, directing us to a leak or burst pipe



INVESTING IN OUR ASSETS

We are reinvesting £40 m in asset health to reduce risk and drive performance ready for AMP7.

56 schemes ranging in size were identified to progress:

- £19 million allocated to Wastewater Treatment Works
- £17 million allocated to Water Treatment Works
- £4 million allocated to Bio-Resources sites



ENHANCING OUR CARE PACKAGES



INLET SCREENS

DEVELOPMENT OF A CONDITION-BASED PROACTIVE CARE
PROGRAMME TO IMPROVE EFFECTIVENESS & EFFICIENCY OF
DOWNSTREAM PROCESSES

INVESTMENT ALLOCATED

£4.0M

INCREASING ENERGY YIELD



STRONGFORD

PROVIDE TWO NEW CENTRIFUGES AS AN ENABLER TO
ENHANCE RENEWABLE ENERGY PRODUCTION BY
INCREASING THE BIOGAS YIELD

INVESTMENT ALLOCATED

£0.5M

IMPROVING VISIBILITY OF PERFORMANCE



EPPERSTONE

INSTALLATION OF ADDITIONAL MONITORING TO FULLY
CAPTURE THE CONTINUOUS NITRATE PERFORMANCE
WHEN SOURCE IS IN SUPPLY

INVESTMENT ALLOCATED

£100K

UPGRADING OUR WORKS



OGSTON

PROACTIVE IMPROVEMENT OF “FLOW CONTROL”, “FILTER SPECIFICATION” AND “FILTER BACKWASHING” AND “POWER RESILIENCE”

INVESTMENT ALLOCATED

£5.1M