

Leakage Detection Services

Thames Water

South London

Term: 2001 – 2004 – 2009

Value: £5m per annum



Morrison secured the Leakage Service Contract for South London in September 2001 and successfully transferred 70 staff from the previous service provider into the extended Morrison Supply Chain, which included both Flow Control (Water Conservation) and Ewan Associates.

The South London area contains 30 water pressure zones and over 380 District Meter areas. To facilitate effective management control, Morrison implemented zonal management and DMA ownership within the Contract Team, which sets overall zonal leakage reduction targets and allocates individual targets to teams working within zones.

The contract is centrally managed and at its peak saw 140 staff deployed in the field. The scope of the works undertaken has continually expanded during the contract and DMA validation is now an integral part of the daily routine along with 'Leakage Targeting' via our Impact Co-ordinators who analyse data on behalf of the client and focus activities accordingly.

Validation and surveying of suspected Customer Side Leaks is another key activity which the field technicians now perform. Customer interface management is a critical success factor in this process.

Following the re-tendering in early 2004, Morrison transferred the majority of its subcontract staff into our own business and now has an 80% direct labour presence in the area.

Key achievements:

- Reductions in leakage measured in megalitres per day.
- Improved confidence in DMA data and robustness
- Unaccounted for water reduced over the contract
- Leakage trends and key improvement areas highlighted.