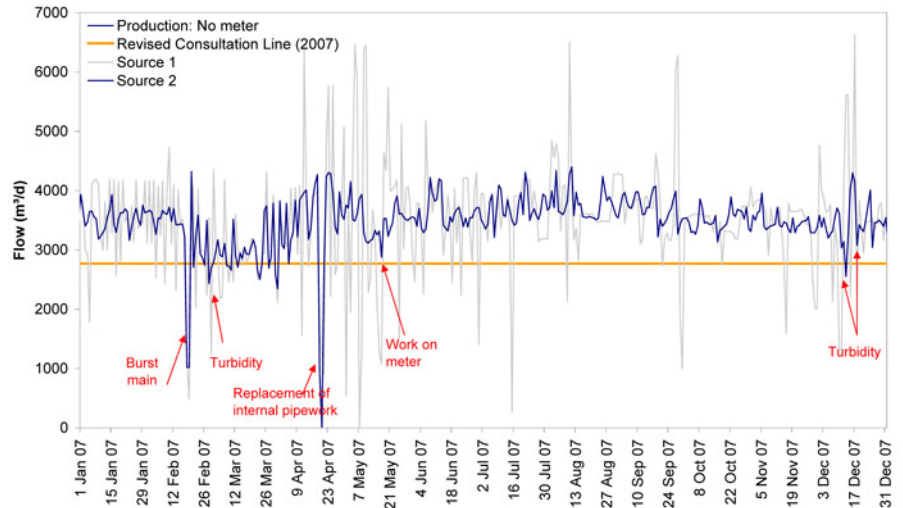


Outage Data Collection Dŵr Cymru-Welsh Water



Integrating asset operations and water resources planning

Following the submission of the Water Resources Plan for the 2004 Periodic Review, Dŵr Cymru-Welsh Water (DCWW) commissioned Entec to help improve the assessment of outage levels at water treatment works (WTW) for future regulatory submissions. Outage is an allowance in the supply-demand assessment representing a temporary loss of deployable output and can be caused by factors such as pollution, raw water turbidity, algae, planned and unplanned asset maintenance.

Our approach to improving the knowledge of outage involved developing a consultation process with operations managers to discuss how outage information is currently collated, and how a regular and efficient process of reporting could help establish a database of outage events. This would ultimately deliver benefits in:

- efficiency through having information centrally stored and processed for future submissions;
- helping improve the awareness of outage issues across the business; and

- specifically ensuring future Water Resources Plan submissions used a more robust evidence base.

Since 2005, Entec has implemented a routine monthly process of outage data collection at approximately 85 WTW in DCWW covering the 24 Water Resources Zones. The process involves the production of monthly reports on outages and annual reports which summarise key trends and impacts of outages on normal water production levels.

In addition to providing a more robust outage dataset, the process has helped engage operations and water resources planners in the business on a regular basis, which has delivered wider awareness of key asset risks for investment planning. The collection of outage data has also been used to validate the modelling of outages using the Environment Agency/UKWIR guidance on Outage Allowances for Water Resources Planning, and the DCWW process has been commended by the regulator as an example of good working practice

