

Project: Lead Replacement Scheme

Value: £15,000,000+

Duration: Rolling contract

Start Date: March 2018

Client: Agility Alliance

Productivity: Over 1350 lead replacements completed

Completed: On-going

Project Description:

Principle Contractor Agility Alliance are engaged by Thames Water to support the Capital delivery works for AMP6 to AMP7 which consists of the removal of all lead potable water services from the Thames Water network and replacement with new MDPE Polypipe.

Complete Moling Services (Southeast) Ltd. have over 30 years' experience in working in the Water Industry and have worked for Agility Alliance on the LPS contract for over 3 years.

The project involves

- excavations in public footways ("short-siders") and highways ("long-siders"), usually heavily congested with existing utilities
- impact moling to avoid intrusive excavations where practical and safe
- installation of new service pipes including connections to mains and to customer supplies
- backfill and reinstatement consisting of varied materials such as modular, asphalts and concrete.

Challenges:

Most areas are heavily congested with multiple utilities, some volatile due to age and corrosion and dangerous with the potential to cause major harm to the operational workforce as well as disruption of supplies and costs to the business.

The client and stakeholders have a high regard to customer focus. Operational activities are high profile, directly impacting the public. The workforce is open to scrutiny by the public, local councils, and other authorities.

Strict local highway authority noticing requires efficient planning and completion of works to avoid over-run fines and undue disruption to the public.

Outcome:

Complete Moling Services (Southeast) Ltd. believe all "at fault" utility strikes should be eliminated but also are concerned with the risk "not at fault" utility strikes pose to its operational work force. CMS have and continue to work with its client to find ways to reduce and eliminate risk of harm to operatives to good effect.



CMS has maintained a low utility strike incident rate in comparison with its competitors in the industry and has introduced vacuum excavators to the projects and continue to provide a platform for new innovative and realistic ways to help make improvements to safeguard our workforce, continue to satisfy our client with our performance and to stand out from other competitors.

Customer focus and satisfaction has always been prominent to our clients and their stakeholders in the Water Industry. Client satisfaction is also a key objective continually set by CMS senior management at each management review. Client satisfaction performance is recorded, monitored, and regularly reported to ensure CMS achieve its objectives. CMS have received zero reasonable complaints from the public for the duration of this project.

The complexities of tasks and interactions of the project requires a high degree of knowledge, experience, and flexibility to ensure all activities are planned and completed within notice periods to avoid disruptions and fines.

Client Construction Manager "Really appreciate the good will and good work done by Darren. As discussed this morning, he has turned into a very good dependable and reliable team".

Client Construction Manager "very good audit and the things they failed on wasn't really down to the gang" "It would class as a high 90's for me".

Customer. "so impressed with the service, kindness and professionalism" that she received. She wrote an email last night to the CEO. She went on to say that she "could not believe the kindness that was shown, the follow up in getting her issue resolved".

Client "Really appreciate the good will and good work done"

Customer. "Commending the great work done by the team above. I cannot praise them highly enough for the effort they put into their work. They were neat and tidy, very courteous and it is that good a job you would not know that they had been there for over a week".

Customer. "pleasant, polite, informative and their customer service was excellent"