

**ENGINEERING THAT WORKS FOR YOU**

**Wastewater-**

**Sewerage Repair & Maintenance**

| Contract | Value  | Location   |
|----------|--------|------------|
| Ongoing  | £15M + | North East |

**Client**

**Northumbrian Water**

Abbey Road

Pity Me

Durham



**Project Description:**

This framework was awarded to Seymour in 2011 under AMP5 for the Operational Maintenance and Minor Works associated with the sewerage system for the Tees Valley Division.

The operations are coordinated by a dedicated team of both management and operatives which includes customer care and emergency 24 hour callout, 7 days a week.

The current framework covers all areas of the operational maintenance of the sewerage system and capital works. Including the management of a large number of reactive, programmed and emergency works over a wide geographic area, contact with the customer and protecting NWL's reputation

Works include the maintenance of the sewerage network and construction relating to minor sewerage capital works, including new assets, renewals, modifications, maintenance, refurbishments and extensions which covers reactive and planned maintenance and rehabilitation (including 365/24/7 emergency call-out cover, sewer cleansing and CCTV services) of the sewerage network, including minor sewerage network projects (combined sewerage overflows, sewer flooding schemes and new development works).

A major aspect of the service provided is the provision of the 24 hour, 7 day week, emergency call out service. To accommodate this we have a single contact number that is transferred to an experienced supervisor, who in turn has several teams to call upon to resolve almost any emergency situation.



This service is further strengthened by long standing arrangements with our supply chain for 24 hour access to their facilities and services. This procedure has proved very successful in providing a consistent and robust service that has been able to respond to every NWL requirement no matter what or where within NWL's operating area.