



## Northumbrian Water Group protects network with confidence



**40,700 km+** essential assets

**4.5 million+** serviced customers

**7,500+** monthly LSBUD requests

**2,300+** staff members

The companies in the Northumbrian Water Group (NWG) work in three related areas: UK water supply and waste water services, water and waste water contracts and also provide technical and consultancy services focusing on water and environmental issues.

Northumbrian Water Group (NWG) provides water and sewerage services in the north east of England under the brand name Northumbrian Water and water services in the south east under the brand name Essex & Suffolk Water. It serves 2.7 million people in the north with water and sewerage services and 1.8 million people in the south with water services.

### Challenge

To protect its networks, Northumbrian Water Group (NWG) originally asked any third party working across Great Britain (including contractors, utility companies and individuals) to contact the NWG Team every time to check the location of their assets. The typical response time for an enquiry was a number of days and although the distribution areas are well known, the team at NWG was conscious that they may not be being contacted for all works.

### Solution

NWG were keen to further improve their practices and became a LinesearchbeforeUdig (LSBUD) Member to improve the protection of their assets. They also implemented the LSBUD Hosted Plan Response automation software and now responds to over 7500 enquiries a month within an average of 4 minutes per enquiry.

### Outcome

The LSBUD automated solution has enabled NWG to successfully reduce the risk of asset strikes within their network and greatly increase the efficiency of internal resources, saving costs and improving upon customer satisfaction. NWG are now successfully improving the working practices of those working in their regions and providing a 24/7 service.



“Becoming a member of LSBUD has supported NWG to achieve best practice and allows all interested parties to work efficiently by accessing our information through a single portal”

Tonia Reeve, Property Solutions Manager

Northumbrian Water Group (NWG) operates water and sewerage networks across Great Britain through Northumbrian Water (water and sewerage) and Essex and Suffolk Water (water only).

To protect its networks, NWG originally asked any third party working across Great Britain (including contractors, utility companies and individuals) to contact the NWG Team every time to check the location of their assets.

This situation caused three main issues for NWG. The typical response time for an enquiry was a number of days and although the distribution areas are well known, the team at NWG was conscious that they may not be being contacted for all works.

Additionally third parties had to wait for the confirmation each time, increasing the risk of them not checking NWG’s assets for all works.

As an organisation recognised to be at the forefront of industry best practice, the NWG team was keen to further improve their practices and became a LineSearchbeforeUdig (LSBUD)\* Member to improve the protection of their assets.

LSBUD allows every enquiry submitted (over 1.6 million per annum) to be instantly checked against NWG’s networks, filtering out only the relevant enquiries.

NWG now responds to over 7500 enquiries a month within an average of 4 minutes per enquiry by using LSBUD’s automated response software HPR\*\*.

Just over 12 months on from becoming the first LSBUD Member protecting a water network, LSBUD has supplied mapping records to over 100,000 third party enquiries on behalf of NWG.

The LSBUD solution has enabled NWG to successfully reduce the risk of asset strikes within their network. Additionally they have been able to increase the efficiency of internal resources, saving costs and improving upon customer satisfaction.

NWG are now successfully improving the working practices of those working in their regions and providing a 24/7 service.

As a result of the partnership, NWG is now able to protect its networks with confidence.

“Becoming a member of LSBUD has supported NWG to achieve best practice and allows all interested parties to work efficiently by accessing our information through a single portal,” said Tonia Reeve, Property Solutions Manager at Northumbrian Water Group.

\* LSBUD is powered by OneCallAccess a PelicanCorp product.  
\*\* HPR is powered by TicketAccess - PelicanCorps automated ticketing solution.



### About PelicanCorp

PelicanCorp provides software and services to Utilities, Asset owners and the Before You Dig/One Call industry specifically for the 'Protection of Essential Infrastructure'. Our team has extensive experience working with Utilities, Before You Dig, One Call services and Local Authorities in helping provide efficient end to end software solutions to increase awareness, improve information exchange and to re-engineer processes delivering day to day benefits to the industry as a whole.

Our unique technology platforms are developed through extensive industry knowledge and market experience. We have customers around the world using our platforms, and we use our own PelicanCorp Enterprise (PCE) platform of products to deliver our own services; such as hosted and on-premise Before You Dig ticket and response management systems.

### About LineSearchbeforeUdig

LineSearchbeforeUdig is UK’s Before You Dig/One Call service powered by PelicanCorp’s OneCallAccess. This service commenced in 2008 and now receives over 150,000 enquiries per month.

[www.pelicancorp.com](http://www.pelicancorp.com)

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