

# Drinking Water Operations

## Distribution

- Customer Appointments
- Stop tap changes
- Flushes – Flushing water through old cast iron pipers to overcome discoloured water to customers.
- Filter Renewals – Putting new filters under the customers meter to resolve discoloured water if it still continues after flushing has taken place.
- Planned shuts- Manually turning valves off to repair leaks or to allow work on main pipes to take place.
- Visible Leaks
- Hose chlorination- The process of cleaning hoses before they are used to ensure customer supply is maintained during work on our pipes.
- PRV (Pressure Reducing Valve) Maintenance: Maintaining valves that all allow a certain water pressure through.
- Reservoir Checks – Includes checking if hatches are locked and security fences are secure.
- Pump Checks – Regular monitoring and maintenance of pumps.
- Supply pipe queries – Inform customer where their service pipe is where it enters their property.
- Low pressures - Deal with low pressure complaints from customers and identifying the problem.
- Burst Mains
- Reactive work – Dealing with emergency situations for example a bust main
- Proactive work – Planned work that maintains the condition of out piping network.

## Resources and Treatment

- Collect relevant Reservoir Safety Monitoring data eg leakage flows
- Comparing the results to previous data



## **Current Drinking Water Operations apprentices share their apprenticeship experience within this department in South West Water:**

### **Adam Taylor**

“I chose South West Water (SWW) for an apprenticeship for the wide scope of opportunities it opens up not just for different jobs and roles but also for projects, fundraisers and events. I’m in the second year of my apprenticeship now and have thoroughly enjoyed all of the different experiences I have had. I’ve been involved in a number of careers day events and received a Company Pure award for my work on a Distribution and valve exercise (more commonly known as D.A.V.E) used during most events, I have also been to the Lake district with other employees from SWW to raise money for Water Aid which was both challenging and fulfilling.

The parts of the apprenticeship that I enjoy the most is the variety of different work, no two days are ever the same. Meeting customers and resolving customer issues is one of the more satisfying elements to the role and it often changes customers’ perception about SWW. I enjoy going underground into reservoirs and seeing the layout and different styles. I also enjoy learning new things whether it be using Victorian age equipment to tap into a main or using more modern equipment like dump valves, PET tankers and remote control submarines”

### **Matt Pascoe**

“My experience of being an apprentice has been good so far, I think South West Water is a great company to work for as they provide all your training and PPE. I’ve created some good relationships throughout the team as well as other areas such as leakage and treatment. I find it difficult when days are quiet and they’re going slowly but love it when it’s busy. Near enough everyone is very friendly and welcoming.

I chose to become an apprentice because it seemed a great way to get myself a good qualification in engineering as well as getting paid for it which is brilliant. No university, no debt, no wasted years.”

### **Sam Haddy**

“I have really enjoyed my apprenticeship so far as I’m somewhere different everyday and always outside. I really like the practical work and feel that I’m learning more every day. I chose an apprenticeship because I can earn money while gaining a good qualification and making my way in to a good career in Cornwall.”



## **Josh Garside**

“Since joining SWW I feel like I’ve gained knowledge and experience I didn’t have beforehand. Getting to know how the water is distributed and how it’s treated was an eye opener for me. I enjoy carrying out planned shuts and emergency shuts as it can sometimes be a challenge. I really get along with everyone in the workplace and they have all made me feel welcome since joining.

The theory side for me was challenging as I’m much more of a practical person. I found this a struggle at the start when undergoing different types of courses. After working as hard as I could and doing a bit extra after work I managed to achieve passing all of my courses. I chose to be an apprentice because I thought it would be a good career path. The job I had before wasn’t going to be something I would like to be doing long term, but with south west water I believe if I work to my potential and keep doing what I’m doing I could have a long career with the company.”

## **Jess Kohler**

“My apprenticeship experience has been good so far. I was eased into the job and company by my mentor, manager and colleagues, something that was important for me as I am one of only a few women working in our department. I get along well with and am friends with people I work with which means that I enjoy my time at work and we can have a laugh which makes getting the job done easier.

When I first started, I found it difficult to see how I was useful in my role as I wasn’t experienced or qualified and couldn’t do anything on my own. I now understand that this was the same for all the apprentices and is a natural thing. Once I overcame this and had been with the company a little while I was given tasks to do and now I am in my second year, more responsibility has been given to me.

I originally wanted to be an apprentice because I knew that I didn’t want to go to university when I finished my a-levels. I am a practical person and prefer to work with my hands, this is the reason I chose a hands-on engineering and civil engineering apprenticeship. I am able to work, earn money and gain practical experience whilst completing a qualification.”