



the Pipeline

News from **LinesearchbeforeUdig**

Northumbrian Water Group now able to protect its networks with confidence



“Becoming a member of LinesearchbeforeUdig (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**

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).



The Project

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:

1. The typical response time for an enquiry was a number of days
2. Although the distribution areas are well known, the team at NWG was conscious that they may not be being contacted for all works
3. Third parties had to wait for the confirmation each time, **increasing the risk of them not checking NWG's assets for all works.**

Action

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.

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.

Outcome

The LSBUD solution has enabled NWG to:

- Reduce the risk of asset strikes
- Increase the efficiency of internal resources, saving costs
- Improve customer satisfaction
- Improve the working practices of those working in their regions
- Provide a 24/7 service.

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