

Portsmouth Water has seen the visibility of its network improve ten-fold and the time it takes to respond to asset location requests drop from days to minutes thanks to LSBUD.

Portsmouth Water supplies high-quality drinking water to Portsmouth and the surrounding area, reaching a domestic population exceeding 698,000, as well as many important industries, large defence establishments and a wide range of commercial businesses.



Case Study - Asset Protection

Portsmouth Water received nearly **double its yearly search enquiries** in 10 weeks.

The Project

An important part of Portsmouth Water's day-to-day operations includes protecting its pipelines from accidental damage, by telling people who might be digging in the area where its underground pipes are. Before working with LSBUD, it had only been able to respond to such asset location enquiries manually, which took a lot of time and resources. Portsmouth Water wanted to upgrade to an online solution that would provide third parties with a rapid, hassle-free way of getting the information they needed on the location of its asset network, before any digging started.



Senior decision-makers at Portsmouth Water had seen the LSBUD service used to good effect by utility asset owners in other industries, such as SGN in the gas industry. The water company realised that it was missing a trick by not making its asset location data more widely available.

With over 71% of all excavation work now being preceded by a search on the LSBUD portal, Portsmouth Water knew that by registering its assets, the company would be doing all it could to protect its underground network and keep workers safe in the process. And so, Portsmouth Water started working with LSBUD in April 2020.

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Eliot Park Innovation Centre, Barling Way, Nuneaton, Warwickshire, CV10 7RH



Outcomes



The switch to **LSBUD has been transformative** both in terms of the number of searches the company receives and the speed with which the company handles them.

For instance, between early April and the middle of June 2020, Portsmouth Water responded to **over 4,500 third party asset mapping requests**. These came from a range of sources, including fellow utility companies, developers and local authorities. Pre-LSBUD, Portsmouth Water averaged 2,500 search enquires per annum.

The impact of LSBUD is clear to see, with Portsmouth Water receiving nearly **double its yearly search enquiries** in 10 weeks. These numbers are even more impressive given the impact COVID-19 has had on the UK's economy and the construction industry, with much-reduced work taking place.

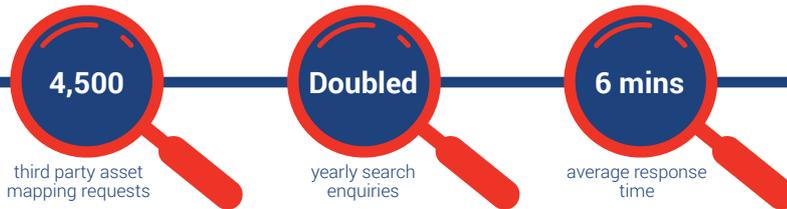
In addition to improved search numbers, Portsmouth Water has been able to **slash its average response time** from up to ten days, **to now just under six minutes**.

Reducing Leakage in the Future

Portsmouth Water predicts that the LSBUD service will materially support the drive to reduce leakage, allowing it to meet the PR19 requirements introduced by Ofwat.

Despite having one of the lowest rates of leakage in the country, with rapid responses to asset data requests coupled with a dramatic reduction in the likelihood of third party damage to its pipelines, Portsmouth Water will strive to stay at the forefront of leakage performance in the water industry.

AT A GLANCE



“We’re delighted with the way that LSBUD has transformed our whole process of managing asset data requests. We now have a faster and more reactive solution that gives utilities, developers and local authorities unrivalled access to our asset data online, whilst at the same time, protecting our intellectual property rights. Most importantly, in making our data more widely available, we are dramatically reducing the likelihood of asset strikes helping everyone to work more safely and efficiently, leaving us more time to do what we do best – managing our network on behalf of our customers.”

Mary Horsted, Network Planning & Administration Supervisor, Portsmouth Water

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