

# stability

□ □ □ □ delivering dependable solutions



The July floods that swept across Gloucestershire and Worcestershire was the biggest emergency to have faced water companies in living memory.

The rains began on Friday, July 20 with five inches falling in 24 hours. By Sunday over 340,000 people were without water when Mythe water treatment works at Tewkesbury was flooded.

Tony Wray, Severn Trent Water's Managing Director, said: "We face a flood bill of between £25 million to £35 million, but a lot of people in our region have been left devastated, so we are donating £3.5 million to the relief fund to help affected communities.

"We had a logistical nightmare – how to get Mythe back up and to look after the very desperate needs of our customers? The magnificent effort by more than 2,000 staff, suppliers and colleagues in the water industry has been truly astounding. Dedicated teams, including the army and fire service, working shifts 24x7, achieved what seemed the impossible.

"Water supplies were established eight days after regain-

## battle to restore water on tap



LEFT: Fraser Pithie (yellow jacket), from STW's Customer Operations Service Centre accompanied Prime Minister Gordon Brown around Mythe on July 25. Fraser explained that before taps can be turned on they had to fill the 54 miles of large mains and 1,200 miles of smaller pipes slowly to avoid airlocks and bursts. BELOW: Building the flood defence with Hesco Concertainer units at Mythe water treatment works.

ing access to Mythe and water was back on tap every where in 14 days."

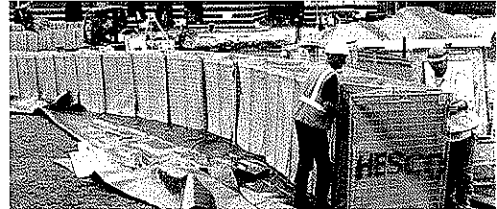
On July 22 STW set up an emergency incident centre at Finham. Staff began sourcing bottled water supplies. Some 50 million litres of bottled water was purchased in 17 days.

Other water companies offered Mutual Aid. Bournemouth and West Hampshire sent tankers and eight drivers, Northumbria's support also included two inci-

dent managers. Tankers and drivers drove from Scotland to help. Thames Water sent 358 bowsers, with Aquastax and Arlington Packaging bringing the total to 1,487.

A fleet of 100 tankers filled bowsers three times a day, providing more than 3million litres of water daily and over 500 supply points distributed up to 5million bottles of water a day.

Andy Smith, STW Water



Services Director said: "To get Mythe, cleaned, repaired, protected with water back online after about 10 days and drinking water following a week later has been an enormous achievement. We are very grateful to everyone who has helped."

keeping in touch with our supply chain