

dialogue

DUFFY

DrainsAid in Northumbria



View from the Top

Another year almost gone and time to reflect on our performance in 2011 and to consider what the coming year will hold.

Without doubt the past year has been a very good year when you consider the current industry climate.

We were recognised again for our excellent safety performance by receiving the RoSPA Gold Award and we are set to close out the year with another good performance thanks to everybody's efforts.

We have been successful in winning a new framework contract and securing two existing frameworks. These contracts have allowed us to grow and we have recruited a number of new employees to support these commitments. The investment in plant and equipment is now being made on these contracts to the benefit of our employees, clients and their customers.

Looking forward and 2012 will be the company's 40th year in business which is a tremendous achievement and it's hoped that we can celebrate in a number of ways and in particular for it to be a good year in terms of performance and growth.

The current frameworks with their new investments should continue to perform well and we will be seeking out new opportunities wherever possible and continuing to invest for the future.

As always Safety will be our highest priority followed by excellent Customer service. In order to achieve these two key objectives we will continue to invest in and support our People and I believe that if we focus on these three areas then 2012 will be another successful year.

Peter Duffy

Managing Director

Northumbrian Water – Transferred Drains and Sewers

Peter Duffy Ltd/DrainsAid has recently become a Framework Contractor for Northumbrian Water Ltd (NWL) on the Transferred Drains and Sewers Service Contract for the clients southern area.

NWL have effectively taken responsibility for approximately 13,500 kilometres of private pipes, on top of the existing sewerage network already under their remit.

Our Contract will largely be undertaking reactive emergency services including 365 day a year, 24/7 emergency call-out cover with some minor planned maintenance, modifications and refurbishments, mapping, repair and maintenance and associated activities on private sewers and drains adopted into NWL's sewerage network.

To facilitate this contract we have employed local staff. At Pity Me, Durham we have the Customer Care Team working within NWL's Call-Centre, the Operations Team co-located at Thornaby with NWL's Sewerage Technical Support.

The Framework Contract is potentially for a 10 year period, and could possibly lead to further opportunities not only with NWL, but also the North East.



Contract Renewal with Welsh Water

Peter Duffy Limited has been successful in securing a framework contract over the next 2 years for the provision of the Wastewater Networks Repair and Maintenance and Proactive Wastewater Network Operations for the South East Wales area.

The company has been providing this service since 2005 and the successful renewal of this project will

allow further investment in people and plant enabling us to support the employer in achieving the operational challenges set out by OFWAT.

We look forward to what promises to be the further development of an established and successful relationship with a long standing and respected client.

Sewer Replacement - Cwm, Ebbw Vale

Peter Duffy Ltd has recently been appointed by Dwr Cymru Welsh Water for a scheme in Ebbw Vale, South Wales.

The difficult scheme involves the replacement of an existing 225mm diameter sewer at the rear of Stanfield Street in Cwm, with poor ground conditions, services and the close proximity of properties this scheme requires great care.

Managed by Tom Bucknall, the project is expected to be complete by March 2012. We wish Tom and his team well.





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Yorkshire Water WOW Awards

A number of DrainsAid employees attended the Yorkshire Water WOW awards ceremony in Bradford on 17 October.

Held by Yorkshire Water every year, the event aims to recognise those individuals who have provided excellent customer service either in the contact centres or out in the field. Employees of Yorkshire Water and their Service Partners are nominated for these awards and several DrainsAid operatives were nominated as finalists in certain categories.

Simon Richardson (shown on the right) was awarded the winner of the 'You Really Care' category and was presented with a certificate and vouchers by Charlie Haysom, Director of Asset Delivery for Yorkshire Water.



Lower Brighouse Treatment Works

The work was carried out in September/October this year and involved a traditional timber frame heading, associated manholes and pipework and a large soakaway.

This scheme was required to prevent flooding of the highway in heavy rainfall.

The total length of the heading was 4.5m and enabled a new surface water sewer to be laid to an existing manhole without excavation within the highway.

Mushroom Factory Whitely

Following the successful completion and the client's praise of the work carried out on Phase 2, Peter Duffy Limited were appointed to undertake the Phase 3 Drainage and Infrastructure works at Monaghan Mushroom factory in Whitely, North Humberside.

Currently on site the works involve installation of varying diameter drainage with associated manholes, service diversions, ducting and construction of a new pumping station and rising main.



Lundwood

As part of Yorkshire Water services requirement to make the existing digester compliant and capable of working with full effective volume to maximise gas production for the CHP installations, PDL are currently working with ETM at Lunwood WWTW to deliver a package of civils work.

The works includes a new concrete access road MCC base, various bases and slabs, pipeline diversions and new pipeline installation.



Innovation and Technology Investment

Peter Duffy Limited has recently invested significantly in new equipment for the DrainsAid operations and enhance the already comprehensive fleet with the addition of P350 flexitrax system and robotic lateral cutter.



The versatility of the P350 portable crawler system is second to none, predominantly van mounted, it can also be transported over any terrain, commenting on this recent addition, Gary Saunders CCTV & Desilt Manager said " My main role is to provide a service to our clients and prior to this system arriving, off road and limited access situations would result in a phone call to subcontractors.

Now I feel very confident that with these units at our disposal, we have an answer to any access issues and site problems.



The new robotic lateral cutting device enables us to carry out lateral cutting around bends as severe as 90 degree.

This has reduced the number of excavations by 80% thus creating a massive saving and has been hard at work since its purchase and carried out in excess of two hundred lateral cuts.

The cutter can also climb vertically which gives the potential for lining internal rainwater stacks which in the past have been notoriously difficult to do.

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Masquerade Ball in Aid of Northumbrian Water Limited (NWL) H2O Million Makers

DrainsAid, Northumbrian Division were proud to support NWL H2O Million Makers in aid of the Princes Trust by attending their Annual Masquerade Ball held at Rainton Meadows Arena at Houghton Le Springs on Friday, 28 October.

In attendance that night from DrainsAid, as shown in the picture were (from left to right) John Sugrue, Eilis Furlong, Michael Duffy, Cheryl Bowley, Ben McAdam and Stephen Hurdley.



(from left to right) John Sugrue, Eilis Furlong, Michael Duffy, Cheryl Bowley, Ben McAdam and Stephen Hurdley.

The event raised in the region of £5000. All those involved had a great night and the Northumbrian team are looking forward to supporting further worthwhile initiatives in the future.

IT Refresh Programme

The programme of refreshing/upgrading the computers and software applications is well under way and should be completed by early 2012.

In line with our sustainability vision, all obsolete, defective or unwanted electrical

equipment including base units, monitors, mobile phones etc. are collected by Computer Recycling Technologies, who recycle the items in one of three ways, refurbish and sell on, dismantle for serviceable parts or strip to raw metal recycling.

2nd Challenge for WaterAid

On Saturday 10th September 2011, a five strong team from DrainsAid took part in the Coastalong challenge to raise money for WaterAid.

The team consisting of Lisa Hopper (team leader), Gillian Trickett, Darren Lyne Rachael Kirk, and Mike Booth, walked the 9 miles from Scarborough to Filey along the coastal path, and raised £762.00.

Contact Darren Lyne or Lisa Hopper if you would like to take part or receive information about any future events.



Hello

A big hello to Margaret Smith (Receptionist) Margaret joined us on 24th October 2011 following a short temporary contract.



also to

The Customer Care Team at Pity Me.

In this photo Cheryl Bowley, Stephen Hurdley, Ann Scott and Ben McAdam.



and the

Operations Team at Thornaby In this photo left to right John Sugrue (PDL), Jeff Graham (NWL), Eilis Furlong (PDL), Stewart Clemenson (NWL), Mike Madine (NWL) and Brian Hopcroft (PDL)



finally hello to



Neil Evans
Operations Manager Wales



Paul Fitzgerald
Works Manager Wales

and Farewell

After 34 years' service with the company, David Wall (Plant Operator) is retiring on 16th December 2011.

Ann Leatham (Receptionist). Anne retired on 2nd September 2011 after eight years with the company.

Brian Murphy (Pipelayer) is retiring on 23rd December 2011. Brian has 6 years' service working in both DrainsAid and the Civil Engineering Division of the Company.

We would like to thank Ann, David and Brian for their contribution to the company over the years and wish them a happy and fulfilling retirement. - may they be all that they hoped for.

