

## **Yorkshire Water event – Friday 29 January 2010**

### **Tips to Business success at Yorkshire Water**

Visit and tour: Esholt Waste Water Treatment Works, Apperley Bridge near Bradford

Business Ambassador: Kevin Whiteman, Chairman of Yorkshire Water

Yorkshire Water identified a number of issues which they thought were unacceptable to their customers - such as turning off a customer's water supply to make pipe repairs. When they announced a goal to have zero interruptions - their customers laughed. But with the number of shut offs already reduced from 750,000 to 150,000 a year, they are well on the way to achieving the goal. They have also solved an environmental headache, finding new ways to dispose of sewage waste. Not only does it avoid burning or spreading sludge on land which are becoming unacceptable - they have provided a use for Bradford Council's hedge and grass cuttings waste.

### **Yorkshire Water talked about how they achieved these turnarounds**

- Setting up teams and giving them resources and authority to problem solve
- Encouraging employees to think differently
- Working with contractors and universities to innovate
- Looking to other industries to see how they solve similar problems
- The barriers to the processes and ways to overcome difficulties
- Deciding which innovations will be commercially viable

Businesses have been able to see the scale and complexity of the operation and learned how environmental sustainability has been built into every aspect of the 283 hectare site.



