

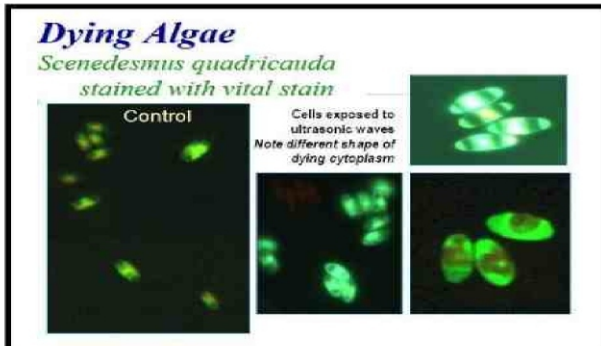
**Barcombe Reservoir in UK.
6 Aquasonics geïnstalleerd.
Besparing aan chemicaliën per jaar: 60.000 £
Zie jaarverslag.**



**BARCOMBE
Benefits of Algae Reduction
Economic & Environmental Benefits**

Continuous use of reservoir water
Not reliant on river abstraction
Pumping now independent of river flow
Less chemical usage
Lower treatment cost
Less filter washing
Less water wastage
Less sludge production
Lower disposal costs

Lower organic loading into work
Less organic carbon into distribution network
Less chlorination by-products
Better control of chemical treatment
Less water treatment disruption
Raw water quality more consistent
Less toxins (Microcystis)
Less smell



Ground-breaking algae control

Jaarrapport van South East Water 2003

SOUTH EAST WATER (HOLDINGS)

Taking the business forward

The Five Year Periodic Review

Our Draft Business Plan setting out our investment plans and operating costs for the period 2005-2010 was prepared and submitted to Ofwat in the summer of 2003. The process then continued with progress to the submission of the Final Business Plan, all further Government and Regulatory guidance was received, and meetings took place between the company and Ofwat.

These plans take account of all the issues the company faces in the forthcoming five years and beyond, and must provide Ofwat with information about all the factors it needs to consider when setting the price limits.

During the preparation of both the Draft and Final Business Plans, we have consulted and communicated widely with our stakeholders, from Government and Regulators to businesses, customers and pressure groups. This has involved one to one meetings, roundtable discussions, breakfast briefings, mailings and surveys.

Our Plans have received positive feedback from Ofwat for the way in which they have been prepared, and currently show price rises below the average for the industry. We look forward to the next steps in the process with the publication of Draft, then Final price limits this year.

Improvements in efficiency

Of relevance to the Business Plan is the way the company is currently operated. We are pleased that published Regulatory performance figures showed that we are now at Band B for both Open and Closed efficiency.

The environment

South East Water has an enviable reputation in the field of environmental management, and this year has again demonstrated its innovative approach to this area.

Ground-breaking algae control

A common problem in the water industry is blue/green algae. At our Barcombe reservoir, to address this issue, we trialled a new environmentally friendly method of control. This has not only been successful in treating algae, but has reduced our operational costs at the site by more than £50,000 pa.

Birth of the Barn Owl

Barn Owl Dens were fattened in the nesting boxes we have erected at our Arlington Reservoir site. The award winning site has been completely created by our own intervention, and the hatching of the chicks shows that we have created the perfect habitat, with these creatures being at the top of the food chain.

Staff volunteers

2003 saw a new initiative where all members of our staff are entitled to take one day per year away from their normal role, and instead carry out conservation work on company owned land. By encouraging staff to become involved in this work, they gain a good understanding of the environmental issues facing the company, and it is also an excellent opportunity for team building.

Taking this a step further, our annual staff seminar took the form of a full day for 100 staff working at our Pembury site on a variety of projects, from hedge-laying to coppicing, open-hut building to wood-felling. We used all local contractors to help us, from the caterers to the marquee provider, illustrating social and environmental sustainability in action. The feedback we received left us in no doubt that this was one of the most enjoyable seminars ever held.

A common problem in the waterindustry is blue/green algae. At our Barcombe reservoir, to address this issue, and as part of our ISO14001 project at the site, we trialled a new environmentally friendly method of control. This has not only been successful in treating algae, but has reduced our operational costs at the site by more than £ 60.000 pa.