



South Staffs Water

incorporating



Our Policy on Asset Management

At South Staffs Water we are focussed to achieve the following outcomes:



Outcome

Excellent water quality now and in the future



Outcome

Secure and reliable supplies now and in the future



Outcome

An excellent customer experience to customers and the community



Outcome

Operations which are environmentally sustainable



Outcome

Fair customer bills and fair investor returns

Our asset management approach will ensure that our assets contribute to the delivery of these requirements today and for future generations.

This policy applies to all of our water supply and distribution operational assets. The purpose of the policy is to ensure that they have high availability, are capable of supplying customers with wholesome water, operate within Regulator Guidelines e.g. Water Services Regulation Authority (Ofwat), Drinking Water Inspectorate (DWI), Environment Agency (EA), Health and Safety Executive and in accordance with relevant Company Policies and Procedures.

We aim to achieve these outcomes by carrying out the following:

- Engaging with our customers to identify their service requirements now and in the future.
- Using a risk based approach to planning and optimisation of our investment plans to help deliver a balance of outcomes to our customers, shareholders, regulators, the environment, the public and our employees.
- Development and maintenance of strategies for the purchase, installation, operation, maintenance, replacement and disposal of our assets, 'a whole life cost approach' to provide best value.
- Utilisation of an Asset Management System to provide assurance of compliance and to monitor progress.
- Maintaining an environment where the personnel involved in asset management activities are driven by the needs and expectations of our customers and other stakeholders, are motivated and proud of what they do.
- Meeting our requirements for health, safety and the environment.
- Continuously improving our ability to achieve our outcomes through our assets and asset management techniques and systems.

This policy has been ratified by the Executive Management Team and will be reviewed annually or when material changes are identified.

Phil Newland
Managing Director
September 2016

Colin Wayper
Operations Director
September 2016

Caroline Cooper
Head of Asset Management
September 2016