Water utility industry solutions
Sustainable economic leakage levels

With global water application expertise and knowledge, ABB supplies an extensive range of services and solutions tailored to meet our customers’ exact requirements, across the entire water cycle.

**Measurement made easy**

**Sustainable economic leakage levels (SELL)**

ABB understands the importance of sustainable economic leakage levels to the UK water utility industry and in particular the importance of maintaining accurate information on the flows within the water supply network.

ABB flow metering technology and solutions continue to assist the UK water industry with reliable data to support district meter area:

- Minimum night flow leakage assessment
- Total integrated flow, bottom-up analysis
- Drop test leak identification

Fundamental to the estimation and reporting of leakage levels is the ongoing maintenance of the flow meter accuracy, or uncertainty.

ABB’s water sector standard service packages are designed for the installation, calibration and verification of existing and new flow meter assets and have been developed in con-junction with core industry technology.

**Best practice cost efficiencies for SELL**

ABB develops partnerships together with our water utility customers to realize the full potential of cost efficiencies in line with industry best practices. With an acute understanding of the principles of SELL and the implications on AMP cycle budgeting, ABB has specifically designed service packages to address the key areas for cost efficiencies:

**Reductions in the time to undertake tasks**

- ABB’s centralised UK coordination centre optimizes field engineering activities to minimise travel/time wastage
- CalMaster2 and VeriMaster technologies together with integrated verification within WasterMaster flow meters reduce calibration & verification times

**Increases in effectiveness (quality)**

- All ABB field engineers dedicated to the maintenance of your flow meter assets are certified to the highest level in ABB flow and calibration products
- 3rd-party service providers are not certified by ABB and are unable to provide the same efficiencies through service quality
Package components

Each of these service package components are considered briefly in the table below. ABB will tailor your framework package to meet your specific requirements, adopting the principles of SELL best practice guidelines.

<table>
<thead>
<tr>
<th>Package tier</th>
<th>Service component</th>
<th>Component description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core OEM Services</td>
<td>Repairs &amp; Refurbishment</td>
<td>ABB’s UK-based state of the art facility ensures rapid response for repair/replacement of all flow products.</td>
</tr>
<tr>
<td>Core OEM Services</td>
<td>Spare Parts</td>
<td>With UK-based manufacturing facilities, spare parts are easily acquired and supplied direct to the field service teams at preferential prices. ABB’s service team supervise installation and conduct commissioning of flow products to ensure availability and provision of extended warranty.</td>
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<td>Core OEM Services</td>
<td>Installation &amp; Commissioning</td>
<td>Verification, validation, calibration and certification of flow measurements are a key component of ABB’s water sector service package.</td>
</tr>
<tr>
<td>Water Sector</td>
<td>Validation &amp; Verification</td>
<td>The goal is to accurately and expeditiously carry out all maintenance in-situ, however, where required, ABB boasts an unparalleled range of UK calibration facilities.</td>
</tr>
<tr>
<td>Water Sector</td>
<td>Calibration &amp; Certification</td>
<td>ABB will design a customized preventative maintenance schedule for your flow network devices to maximize availability, whilst minimizing costs.</td>
</tr>
<tr>
<td>Value-added Services</td>
<td>Preventative Maintenance</td>
<td>ABB’s status as the #1 supplier of instrumentation to the global water industry allows you to benefit from the cost efficiencies of new products and technologies.</td>
</tr>
<tr>
<td>Value-added Services</td>
<td>Life cycle Management</td>
<td>ABB complements field services with proprietary software to enhance field device asset management.</td>
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<tr>
<td>Value-added Services</td>
<td>Predictive Maintenance</td>
<td>ABB’s UK-based state of the art facility ensures rapid response for repair/replacement of all flow products.</td>
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<tr>
<td>Value-added Services</td>
<td>Leakage/Network Optimisation</td>
<td>With UK-based manufacturing facilities, spare parts are easily acquired and supplied direct to the field service teams at preferential prices. ABB’s service team supervise installation and conduct commissioning of flow products to ensure availability and provision of extended warranty.</td>
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Benefits from professional service support

- Improved accuracy / processing / communications
  - ABB’s technology extends beyond the supply and servicing of flow meters to incorporate the preventative and predictive technologies to take maintenance of your assets to the next level.
  - ABB will support you with the migration of existing assets towards the current and future technologies.

- Package components

Overview of services

- Reduced manpower numbers (de-manning)
  - Outsourcing the maintenance and verification of flow meters to your service partner ABB carries the advantage of lower operating costs.

- Reduced manpower costs (de-skilling)
  - ABB are the UK’s #1 flow meter specialists and inherently possess the necessary skills to ensure quality of service. Outsourcing to ABB carries the advantage of reducing the costs for ongoing training of in-house personnel.

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