Service Pipe Register – Bringing Visibility to 2 million Customer Assets

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BUILDING A BETTER WORLD

Why the Need:
Customer Asset Register

- **Customer supply pipes**
  - **constitute 30-40% of network & affect customer service DIRECTLY**
  - **Smaller diameters at shallower depth more susceptible to ground movement and loadings – so more risks**
- **Supply Pipes**
  - **Common supply pipes and service risks ?**
  - **Condition and leak losses – how bad, how much & when ?**

Converting Corporate Data into Intelligence

Innovation is the deliverable application of information, imagination, and initiative in deriving greater or different value from resources:

Provision of improved Network Management through enhanced Inventories

ENHANCED INVENTORIES:

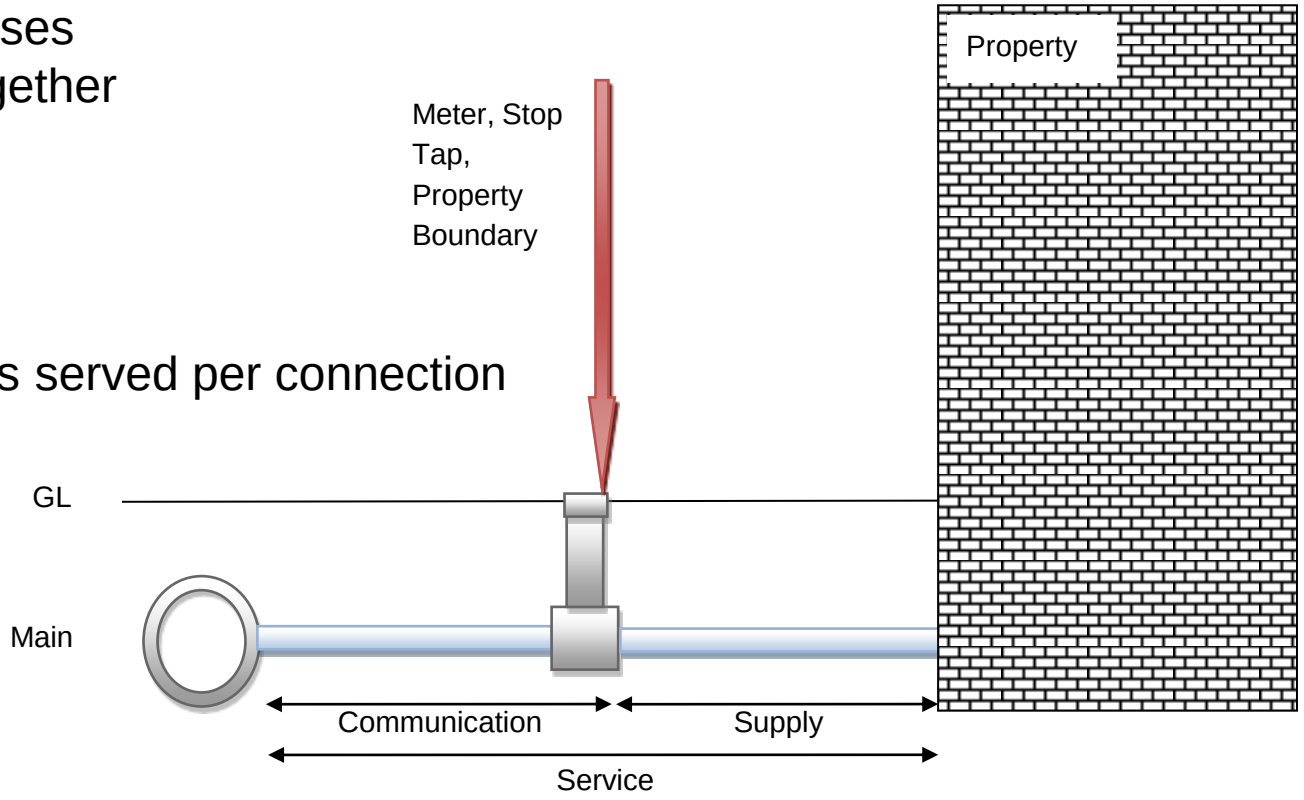
- Using Corporate data sets
- Site Surveys
- Engineering Logic
- Data Models with tailored rule bases
- Adaptable Model
- Short Programme delivery
- Cost effective

Creation of a Supply Pipe Inventory

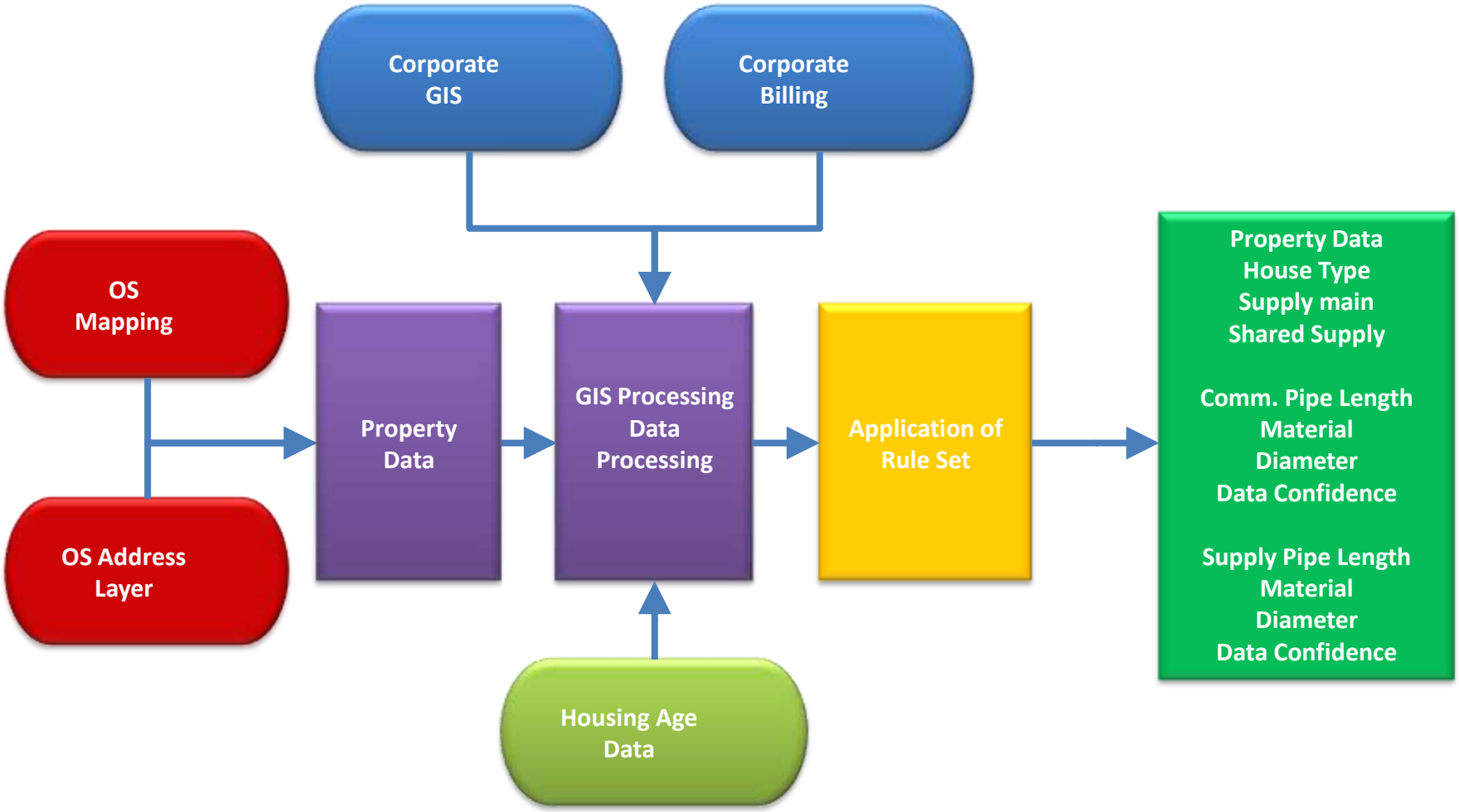
- Scope
  - Create register of service point communication and customer supply pipe
  - Attachment of attributes to enable management of inventory
- Objective
  - Identify Shared Connections (serviceability risk)
  - Assess inventory condition
- Programme
  - 6 months

Deliverable: Service Pipe Inventory

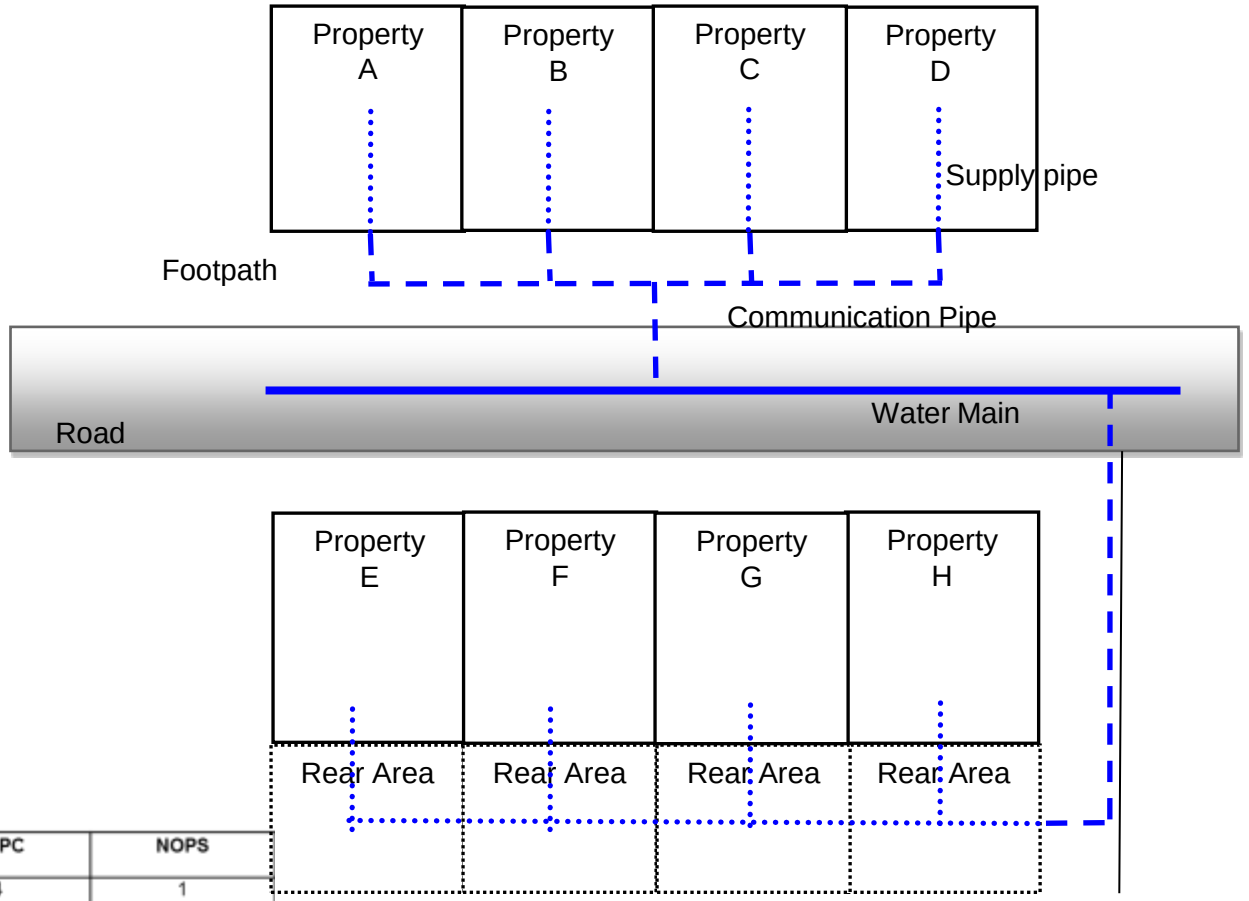
- Property Age
- Household in premises
- Premises joined together
- Pipe age
- Pipe Material
- Pipe Diameter
- Pipe length
- Number of dwellings served per connection
- Asset condition



Data Model Processing



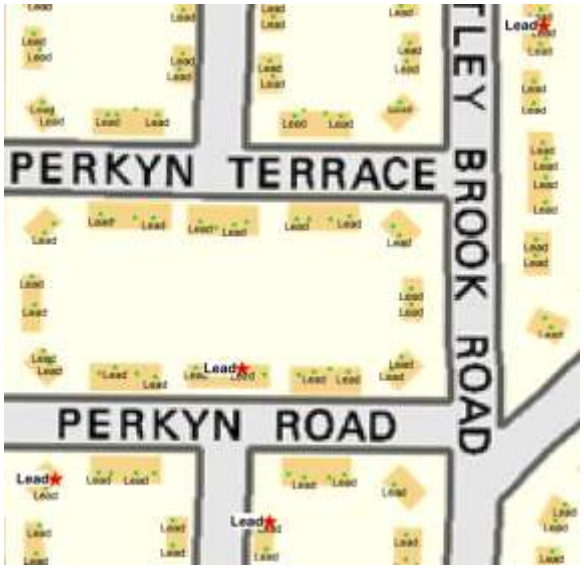
Data Model Rule base



Property	OSNGR	NOC	NOPC	NOPS
A	Unique	0.25	4	1
B	Unique	0.25	4	1
C	Unique	0.25	4	1
D	Unique	0.25	4	1
E	Unique	0.25	4	4
F	Unique	0.25	4	4
G	Unique	0.25	4	4
H	Unique	0.25	4	4

Data Model Outputs

- 7,418 Km of Communication Pipes
- 21,715 Km of Supply Pipes
- **29,133 km of Service Pipes**



- Robust platform to build upon
- Improved regulatory reporting
- Ability to maximise resilience

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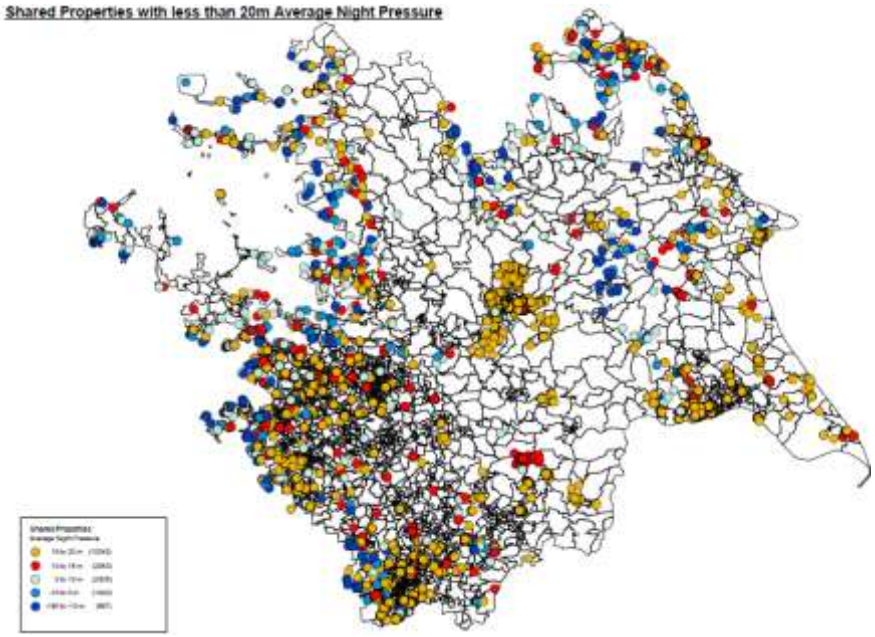
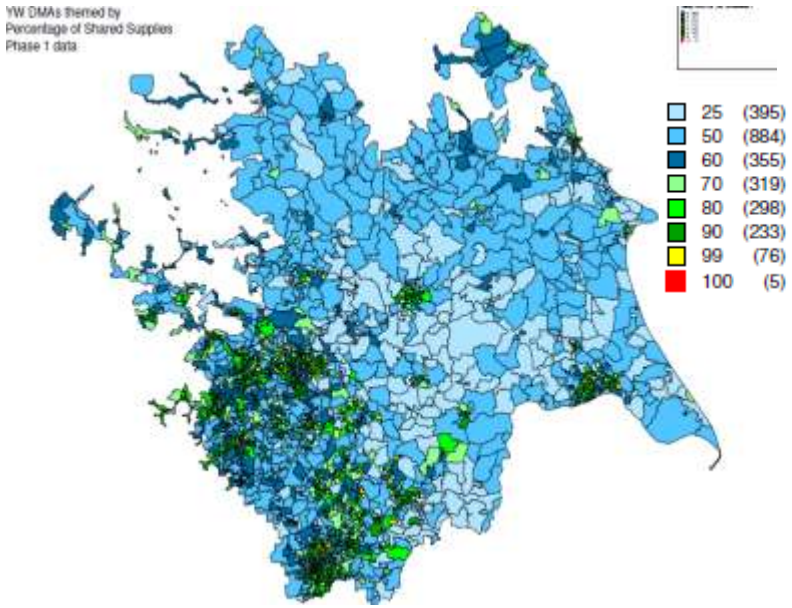
Data Model Outputs: Risks to serviceability





Legacy:
Customer Asset Register

Creation of new Inventory Register for service pipes

Detailing **4 million assets**, with length, diameter and material

Visibility of asset condition supplying over **2 million** properties

- **Opportunities :**
  - **Support how we respond to customers TOTAL service need**
  - **Capture what we know and what we have done already**
  - **Manage what we will need to do across strategic options**
  - **Fill an asset knowledge gap of where to prioritise**

Thank you for listening

Any Questions?