

Commercial, London, United Kingdom

London Luton Airport



WATER AND WASTEWATER SERVICES FOR AIRPORT ACTIVITIES



The challenge

London Luton Airport is one of the UK's largest airports and carried almost 10 million passengers in 2013. The Airport directly and indirectly employs over 600 and 8,000 staff respectively and is the busiest private aviation airport in the UK. Under a 20 year contract, Veolia manages all water and waste water services across London Luton Airport, where passenger numbers are anticipated to almost double to 18 million by 2031. Climate change is a strategic driver for the Airport and in 2011 it published its Climate Change Adaption Report. This detailed how the Airport aims to mitigate for, and adapt to, the risks and opportunities presented by climate change in support of the government's 2020 climate change targets.

The capacity, condition and service ability of water assets and infrastructure were largely unknown and water quality and usage across the Airport were not well understood. The Airport also had limited specialist water operations and surface water expertise to respond to growth and emergencies.

Veolia's solution

Veolia was asked to supply potable water, operate and maintain the existing potable and sewerage networks, improve water efficiency and generate cost savings by reducing leaks.

Veolia conducted full surveys of existing water systems: potable and firefighting, foul, and surface drainage.

CONTRACT SCOPE

Site: Luton Airport
Scope: Water supply, maintain water sewerage networks
Client: London Luton Airport

CONTRACT DATA

Duration: 20 years

ACTIVITY SECTOR

Commercial
Airports and Transportation Hubs

EXPERTISE

- Water potable supply
- Operate and maintenance of sewerage networks
- Reducing leaks
- Operational cost savings

70% reduction in unaccounted for water

100 customers and meter points

**10 million passengers a year
8 000 staff on site**



PLANET

- Respecting the water resource by a reduction from 40% to 12% of leakage. Applying new Environmental Standards

REGIONS & CITIES

- The Airport is a key economic driver for the region and a major base for affordable air travel.

Commercial Use ONLY

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Created by:
UK and Ireland Zone
I&M department

Current contract: 

Minor repairs and system upgrades were completed as a priority before a comprehensive maintenance program was implemented and asset management plans put in place.

At the same time as taking on responsibility for the physical water networks, Veolia took over the customer service and billing of around 100 tenants and meter points. A new fixed rate that was set below previous charges and all the existing meters were replaced with Veolia's own fixed network radio-automated meter reading system - HomeRider. Today all asset data is captured through HomeRider, Veolia's GIS system and hydraulic models.

The benefits for our client

Unaccounted for water, including leakage, has been reduced from more than 40% to around 12% and the infrastructure networks have been reinforced to reduce service interruptions. We now forecast shortages in system capacity and our engineers respond immediately to any network problems. Customer enquiries, complaints, technical support requests and emergency response have also improved.

Veolia manages the planning, implementation and funding of asset replacement and system upgrades. This transfers the customer's risk and exposure to unplanned financial costs and enables the Airport to focus on its core business.

Process description

Veolia conducted technical studies on surface and ground storm water practices and assessed the investment needed to meet new environmental standards. A monitoring program also measures short-term risks of flooding on site, something that will be vital during the extreme weather patterns that are anticipated with climate change.

Veolia's on-site services include high pressure jet cleaning, interceptor cleaning, monitoring water usage, water quality sampling and flow monitoring.

"Veolia continues to provide a reliable and effective level of service across London Luton Airport. In addition to maintaining the potable and foul networks, in the last year Veolia has facilitated development of a surface water drainage strategy to better manage the run-off of de-icers and other chemicals from the Airport. Veolia's in depth knowledge of the history and infrastructure at the Airport is invaluable in providing support in many areas across the site."

Tessa BEADMAN
Local Environment Manager

COMMERCIAL OFFER

