

## Severn Trent Water International Ltd.

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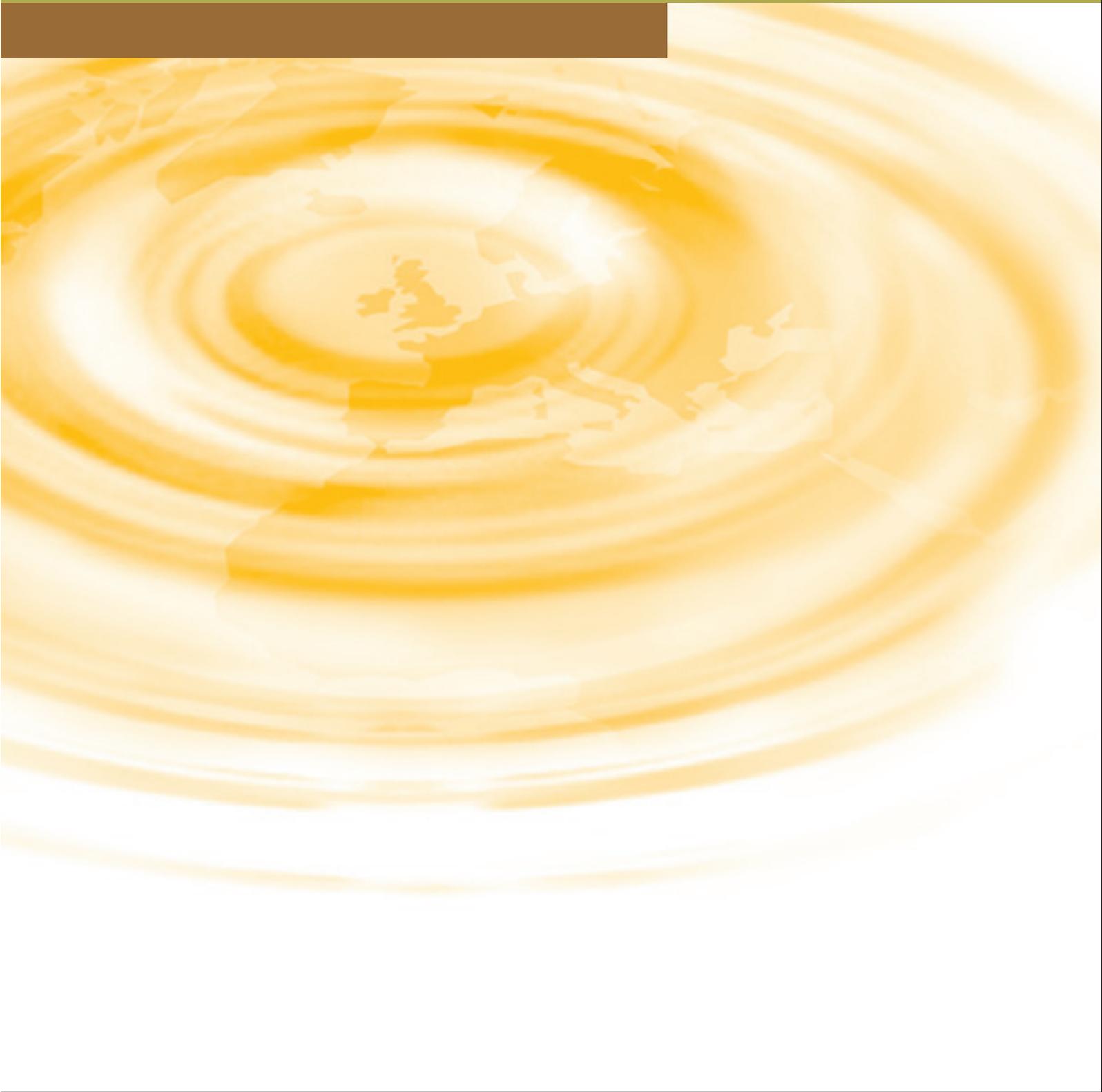
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A part of Severn Trent Plc



## **Water Activities Worldwide**

Consultancy and Operational Management around the world



## Management and Consultancy Services

Utilities, and the stakeholders that interact within their operation, face the demands of operating in an increasingly challenging environment. The constancy of change and evolution brings new pressures and opportunities. Severn Trent, a leading UK provider of water, wastewater and environmental services, has already experienced many of the changes other organisations are now facing and is well positioned to help clients address these issues.

Severn Trent Water International (STWI) was established to provide clients with an opportunity to share and benefit from the expertise of Severn Trent. STWI can offer complete solutions from basic consultancy and training through to full operational management and public private partnerships. Our unique position as an Operator, Client and Consultant enables us to offer valuable, practical and flexible advice, tailored to your individual needs

STWI can help organisations achieve their objectives through a professional, flexible approach. STWI are able to help clients:

- manage private sector participation and path from a public to a private company
- undergo corporatisation / commercialisation
- develop organisational, institutional and legal capabilities
- improve cost recovery / revenue generation
- apply regulation and tariffs
- generate asset management, operations and maintenance programmes
- manage change projects
- apply leakage detection techniques and policy to reduce unaccounted for water
- enhance their customer service delivery

The following illustrate the principle areas of management and consultancy STWI can provide:

### **Management Systems**

The implementation of effective management systems is central to your ability to provide quality services for your customers. Much of STWI's success derives from developing these systems and modifying them for local conditions.

### **Transition Management**

Severn Trent's own successful management of the transition from public sector to the commercial market places us in a unique position to assist you in coping with your processes of change.

### **Environmental Management**

Severn Trent operates a Group-wide environmental management system which is certified to ISO 14001 standards. This underpins the Groups business and ensures it operates in a responsible and environmentally sustainable manner. STWI enables organisations to operate in a sustainable way. STWI can specifically advise on:

- Pollution control strategies, their implementation and regulatory compliance
- Reducing leakage and unaccounted for water
- Promoting more efficient uses of water



#### Management and Organisation Development

STWI work directly with you to create the management structure most suited to your operational requirements. We can also assist you with recruitment and training to augment existing managerial skills, retain key staff and help individuals to realise their full potential.

#### Financial Management

Improving financial controls and cost recovery systems. More accurate charging policies and improved billing and collection can considerably enhance your financial position.

#### Institutional Development

Strengthening your ability to manage and operate your utility more effectively by reviewing its administrative, organisational and human resources policies and procedures and optimising its relationships with external organisations.

**Brazil, Minas Gerais** - This major consultancy project involved high level advisory services to the State's water and wastewater authority, COPASA, in preparation for privatisation. This involved an evaluation of the existing institutional, legislative, regulatory, operational and managerial framework by STWI's specialist staff who proposed a series of practical recommendations to improve overall operational and managerial efficiency and, additionally, examined the options for private sector participation and carried out a series of presentations and training seminars for COPASA's staff, local municipal and governmental officials.

**Estonia, Tallinn** - In order to improve the customer services function of the Tallinn Waterworks and Sewerage Municipal Enterprise, STWI provided consultancy services to review the existing customer service and accounting activities. Subsequent recommendations were made on the function of the staff structure, telephone and computer systems, processes tracking examples, performance aims and customer care, PR, market research results, tariff structures and the existing service culture with relevant future aims.

**India** - In response to a request for advice and assistance based on our particular experience in this field, STWI carried out a pilot study in leakage control work in Delhi. The project included studies with recommendations on all aspects of leakage control, prevention and detection; leakage detection on trunk mains; distribution management and infrastructure investment; distribution records; manpower management; wastage prevention and leakage strategy development.

**Mauritius** - This study comprised the development of a Sewerage Master Plan which focused upon institutional and organisational reform, administrative development, review of financial policy and requirements, modification of technical processes to improve resource and utilisation and implementation of plans to monitor and assess quality standards.

**Nigeria** - STWI provided a consultancy service for the Anambra State Water Corporation as well as advice in respect of the organisation of operation and maintenance activities. The contract was later extended to include mains rehabilitation, and the appraisal and implementation of a billing and collection system for water services.

**Romania (Municipal Utilities Development Programme)** - This EBRD funded two and a half year contract has involved STWI providing consultancy advice on institutional strengthening, unaccounted for water, billing/revenue, management information systems and asset management to assist in the development of water and wastewater utilities throughout Romania.

**Russia, St. Petersburg** - The project involved long-term demand forecasting and demand management; long-term water supply and wastewater management and investment strategy; and the preparation of the institutional development plan. The objective of this group of nine feasibility studies was to carry out all the necessary preparatory work, including investment requirements for the future water sector activities in the city of St Petersburg.