

RADIUS



Integrated Utility Services client newsletter

The white stuff

Milk bottle plant team
beats the elements

Access all areas

Success leads to expansion
throughout the UK

University life

Passing a testing
examination

Urban revival

Closer working on PFI street
lighting projects yields results

Welcome

Welcome to the third edition of Radius, the client newsletter of Integrated Utility Services (IUS).

It has information about how IUS has helped customers including the University of Northumbria, the University of Hull and Nampak Plastics as well as companies in the rail industry.

There is also a special feature about IUS's pioneering involvement in PFI street lighting schemes.

If you would like to find out more about the case studies in this edition, or you would like to discover what IUS could do for you, please:

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**IUS managing
director Steve
Sutcliffe**



Company that's going places

Successful year-on-year growth over the last five years in both turnover and profits has led to IUS expanding both its workforce and offices in different parts of the UK, to broaden its impact in its chosen markets.

The process began with the creation of a stand-alone specialist rail division. From its offices in York, the team operates across the country.

"We've been very pleased with the progress made by the team in a short period," commented IUS's managing director, Steve Sutcliffe.

"They are competing and winning tenders against strong competition to secure work from customers including Network Rail and Westinghouse, not to mention several others."

Away from the rail division, the first half of 2006 saw two

'This has enabled IUS to give greater focus to delivering our services more effectively and in a more integrated way in our key markets'

major office relocations in Wakefield and Stockton-on-Tees.

The phased move from Dewsbury and Hull to a new HQ in a business park in Wakefield began in April.

By the time the move is complete in the autumn, there will be around 60 people in Wakefield.

They include the management and support teams for the following functions:

- Engineering contracting;

- High voltage customer service;
- Multi-utility;
- Design, tendering and estimating; and
- Connections consultancy.

A similarly phased move from Middlesbrough to purpose-built new offices in Stockton-on-Tees also started in April and was completed by October 2006.

The 40-strong team in Stockton provides operational support to the Wakefield team and focuses on compliance



**Jaguar House: the
IUS office at Stockton**

Action stations: staff in our Wakefield office



and procedures.

Steve commented that the Wakefield and Stockton relocations demonstrated that IUS was gearing itself up for an even brighter future.

"The relocations coincide with a period of restructuring. This has enabled IUS to give greater focus to delivering our services more effectively and in a more integrated way in our key markets. The new offices have the facility to allow the team to grow in the next five years."

Steve added that IUS customers were already benefiting from the moves as management was directing day-to-day operations with increased efficiency.

Meanwhile, further expansion has taken place in IUS's operations in the Midlands where it is engaged on a framework contract for Central Networks. The team is managed out of offices in Hucknall with depots in Grantham and Cannock. The depot in Cannock was opened to support the company's operations in Staffordshire.

Steve concluded: "The IUS story in the Midlands is one of spectacular growth. Following Central Networks confirming the extension of our contract late in 2005 for a further four years, our team has continued to increase rapidly.

"Taking all our operations together, we are now half way through our ten year plan and the prospects for the next five years are extremely exciting."

On time, within budget: a new transformer at Harrogate District Hospital



Generating better care

Running a hospital is perhaps the ultimate 24/7 challenge where staff have to be constantly prepared for any unforeseen emergency and where the availability of power could – quite literally – mean the difference between life and death.

IUS recently proved its ability to perform successfully and cost-effectively under strict time constraints to meet vital deadlines imposed by two Yorkshire hospitals.

At Friarage Hospital in Northallerton, the challenge

was to commission new 11,000 volt switchgear and transformer equipment with minimal disruption to the normal working of the 254-bed hospital as it underwent a £21 million redevelopment.

Meanwhile, at Harrogate District Hospital, the installation of new screening equipment brought the need to replace the existing 11,000/433 volt transformer.

In both cases, IUS completed the work on time and within budget to enable the hospitals to continue providing high standards of

treatment and care to thousands of local people.

IUS's Brian Dixon said: "We have had a great deal of experience in working with hospitals, solving the particular problems associated with such sensitive installations.

"This includes not just installing new generators, but also dealing with shutdowns. We understand how critically important it is to plan interruptions to supply with the utmost care and to co-ordinate everything with all the parties involved."

Competing with the university challenge

The challenge of upgrading the power supply to two expanding universities proved a testing examination for IUS – but the company overcame the problems posed with more than a degree of success

The University of Hull – recently voted the friendliest in Britain – faced a power shortage when it acquired the former Lincoln University campus next door to house its fast-growing Business School as well as the Hull York Medical School (HYMS).

With more students, more computers and more air conditioning, the existing transformer simply couldn't cope. So the university called in IUS with a brief to give them the extra power they needed.

There was one proviso: the work had to be completed during the summer break to avoid any disruption in supplies.

In 2005 IUS was appointed to project manage the first two phases, which saw the building of a new substation and re-routing of HV cables together with a new LV switchroom, boards and distribution cables to more than a dozen buildings on the newly-acquired campus.

In the summer of 2006 IUS was back on site again, this time to upgrade the previous 3.2MVA supply to 5MVA across both campuses.

"Everything has been done on time with no hiccups whatsoever," said Gerald Smith, the university's building services engineer, electrical.

Medical students at HYMS – a joint venture between the NHS and the universities of Hull and York – are now following a cutting-edge curriculum including problem-based learning, a virtual learning environment and weekly clinical placements.

Meanwhile the Hull Business School, one of the fastest-growing in Britain, recently saw the addition of a

£20 million Logistics Institute.

Former students of Hull University include playwrights Sir Alan Ayckbourn, Sir Tom Stoppard, Harold Pinter and John Godber; actors Sir Tom Courtenay and Dame Judi Dench; and politicians Lord Roy Hattersley and Deputy Prime Minister, John Prescott.

'Everything has been done on time with no hiccups'

The University of Northumbria was recently voted Britain's best new university by *The Times* newspaper – and IUS has been helping it to stay that way with the installation of a new substation to power the university's expansion plans.

A new £50 million campus is being built on the Manors site, next to the existing campus but on the other side of the central motorway. When complete in September 2007, it will accommodate



Hull University: extra power without disruption

the Business, Law and Design Schools. After they leave their current buildings, a five-year plan will start to redevelop the existing city centre campus of more than 30 buildings.

Cooling systems in the ten-storey library building were required and additional machines were installed in the extension to the Northumberland building to serve the university's rapidly-growing IT infrastructure. New computer servers also needed extra cooling, which meant

the existing transformer was simply unable to cope.

Space was at a premium, and the only suitable place for the new substation was in a particularly small room. Without compromising on safety or jeopardising future inspection and maintenance requirements, IUS has turned that room into a highly effective substation including an 11,000 volt ring main unit, close-coupled 1000kVA transformer and special low voltage switchboard, necessary to fit the reduced height available.

"They did a first-rate job," said Walter Maynard, the university's senior mechanical and electrical project officer.

"IUS already maintains our existing 11,000 volt ring which feeds the entire campus, so they knew their way around. The university has 29,000 full-time and distance learning students and, as this number is growing all the time, keeping pace with the electricity supply is rather like painting the Forth Bridge – it's a never ending task."



Northumbria University: new substation installed

The power to make millions of milk bottles

The IUS team installing a new 20,000 volt switchboard and transformer at one of Europe's largest production plants for plastic milk bottles proved they were the right stuff for the white stuff - when they kept working through heavy snow which brought many other construction sites to a halt.

Although the project was needed to power expansion and upgrading at Nampak Plastics' plant in Consett, County Durham, it became 'mission critical' when existing production was threatened by a potential lack of power to keep the lines running.

"This plant operates 24 hours a day, 365 days a year, and even without the expansion project, we had experienced problems in the past which were coming to a head," said Matthew Ellis, project manager for Nampak Plastics Europe.



Plenty of bottle: the production line at Nampak Plastics

"IUS performed very well in all respects, from defining what we needed, to completing the installation on time and within budget. The team kept working in all weathers, and the fact that they achieved all this, including the change-over to the new transformer without any loss

of power, was one of the highlights of the whole project."

The IUS work consisted of installing a 20,000 volt switchboard and new transformer along with the reconnection of an existing transformer and provision of a new LV switchboard.

The Consett plant is now fully up and running with the new equipment providing LV power for the extra production which Nampak Plastics needed to increase its customer base.

Shining a new light on PFI lighting projects

IUS has developed a new concept in delivering Private Finance Initiative (PFI) street lighting projects - and it's paying dividends on all sides.

Instead of the usual arrangement, where main contractors and sub-contractors work in isolation from separate offices, IUS has introduced a spirit of togetherness by co-locating its own specialist teams with those of the major contractors who are installing and replacing street lights for local authorities under PFI schemes.

"It means no more phone calls, no more faxes and all the problems associated with communicating between one place and another - all the work programmes and site delivery programmes can now be done face-to-face and any issues that arise can usually be resolved on the same day," said Derek Fairbairn, IUS's manager for PFI street lighting.

"When PFI first started to be used for street lighting, we had this vision of how best we could deliver the tens of thousands of connections that would be involved in each of these five-year core investment programmes.

"In 2003 when PFI started in Sunderland, IUS was the first service provider to co-locate its project, industrial and logistics teams in the clients' offices, each with its own project manager looking after day-to-day operations associated with these projects.

"We've found that, not only are the communication channels excellent, but that programme delivery rates have also increased significantly. I'm also confident that this approach has saved, and continues to save, our clients a lot of money by sorting out any issues on the spot."

So far, IUS has co-located PFI



Making light work of it: Derek Fairbairn

street lighting teams with clients' offices in Blaydon (covering the Newcastle and North Tyneside PFI), Washington (Sunderland PFI), Boldon (South Tyneside PFI), Normanton (Wakefield PFI) and, most recently, Swillington (Leeds PFI).

By early 2007, the existing team of 50 IUS staff dedicated to PFI street lighting work is likely to have grown to 80 with the expansion of the Leeds PFI project and the start of another PFI for Redcar and Cleveland.

Between them, the current

teams are already carrying out around 30,000 connections which will increase to 45,000 in 2007, with IUS also helping with design and planning aspects of each project to make sure it will be delivered in the most efficient and economical way for all parties.

But there could be more to come.

"IUS is already involved in the largest number of PFI street lighting projects in the UK, and we have certainly gained an enhanced reputation for the delivery of large-scale installation and replacement projects based on first-class delivery with due regard to the commercial aspects," said Derek.

"Partial deregulation of the connections side of the electricity industry means that we can now explore the next round of PFI street lighting projects right across the UK and extend our co-location concept there as well."

Strength in numbers: the multi-utility way

IUS's multi-utility service is providing many of Britain's best-known house builders with proof that three into one not only goes – but makes excellent business sense.

Instead of having to deal with three separate utility suppliers for gas, water and electricity for each new housing development, they now need only one.

IUS has become the “one stop shop” for all utility infrastructure negotiations, running the service out of Stockton and Wakefield.

“It means our clients no longer need to ring around all the various statutory intermediaries to organise utilities because we handle all the elements on their behalf,” explained Malcolm Varley, sales and tendering manager for IUS's multi-utility service.

IUS provides an experienced team of designers, project managers and engineers.

“IUS co-ordinates the design, installation and project management, which includes employing and managing the



One stop shop: Malcolm Varley and Andrew Stevenson

contractors. Also, we organise the arrangements for supplies to be metered,” said Malcolm.

Between them they are currently handling some 5,500 to 6,000 dwellings every year, many on behalf of members of the Home Builders Federation.

IUS specialises in tailoring packages to the client's scope of works.

“These can be complex projects to manage, but we make our service as bespoke as possible to meet each client's requirements,” said Andrew Stevenson, multi-utility operations manager.

“If the housing contractor has people available to undertake the excavation and back-filling of trenches, for example, we are happy to work

on an ‘open trench’ basis.”

In support of this service IUS has attained full accreditation under the National Electricity Registration Scheme, the Gas Industry Registration Scheme and is one of only a handful of independent contractors in the country to achieve partial accreditation to the Water Industry Registration Scheme.

Making connections

The new IUS rail division is winning a growing number of contracts in this highly specialised market thanks to its combination of in-house expertise and accreditations.

Based in the traditional rail industry centre of York, the team is led by general manager Andy MacLennan, a former senior project manager for several major companies in the rail industry.

There are eight staff in York, with two additional testing and commissioning staff – the equivalent of senior authorised persons – in London.

Recent contracts include design work for a switchgear renewal project and substation modification work in London for Network Rail as well as two separate projects for the Invensys Rail company, Westinghouse Rail Services Limited (WRSL), signalling contracts at Glenparva in the Midlands and designing, supplying and installing power supplies to new signal boxes between Knottingley and Ferrybridge in Yorkshire.

“We've had a very positive response from the market to the

new rail division,” said Andy.

“Our offices are a short walk away from the offices of both Network Rail and WRSL, which is helping us to build up relationships based on providing our clients with a high quality, value for money, reliable product.

“We are fortunate that Network Rail, in particular, is seeking to build relationships with smaller contractors such as our rail division. We are putting forward tenders in competition with much larger players in the industry – and winning new business.

“As experienced contractors with a highly skilled workforce – including both design and site engineers, project managers, site supervisors, fitters and joiners – we pride ourselves on having a commercially-aware approach and a proven reputation for delivery.

“It helps that the team has extensive experience in the rail industry, and also that IUS has delivered several key rail projects in the past including the £25 million Southern Regional Power Supply Upgrade for Network Rail.”