

NORTHUMBRIAN WATER HIGH VOLTAGE MAINTENANCE AGREEMENT



LOCATION

North East England

OVERVIEW

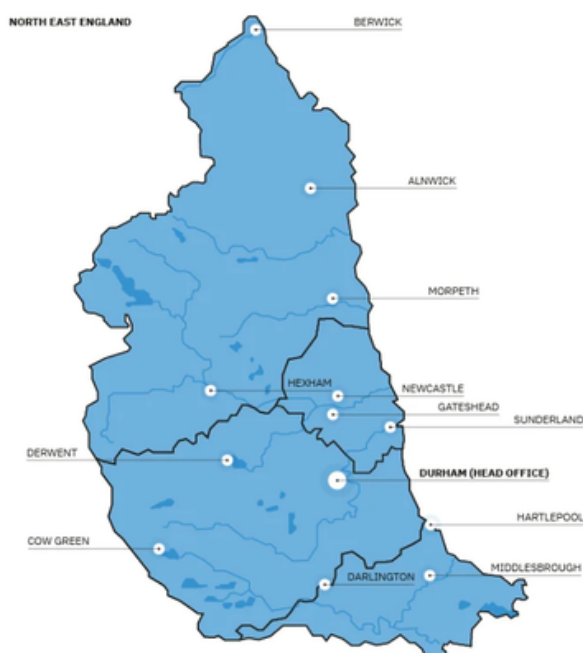
Long-standing trusted provider of high voltage electrical inspection, maintenance, emergency callout, repair and planned project works to Northumbrian Water, the water authority for the north east region of England.

The maintenance agreement spans the client's entire portfolio of HV connected sites. IUS works closely with the client to plan the maintenance of these critical assets around site operations, to ensure continuity of power supplies and minimal disruption to vital water network operations. The agreement demonstrates IUS ability to service an industry sector where the highest standards of quality and safety, as well as consistent and continual service provision, are vital.

SERVICES PROVIDED

- Planned Preventative Maintenance of HV apparatus
- Substation and HV asset inspections
- Emergency callout and HV fault repairs
- HV asset replacement and network improvements

Map of our supply area



NORTHUMBRIAN WATER HIGH VOLTAGE MAINTENANCE AGREEMENT

THE AGREEMENT

The contract covers the delivery of high-voltage maintenance services across **48 sites**, including **97 substations** and **505 items of HV plant**. IUS provides inspection, maintenance and repair across a wide spectrum of switchgear, transformers and associated substation assets – from legacy equipment to the latest modern installations. Customers benefit from access to IUS's extensive pool of trained and experienced operatives, supported by a **24-hour SAP emergency callout facility**, ensuring rapid response and continuity of supply.

Delivery is built on a collaborative, client-centred model that prioritises proactive planning, regular progress meetings and transparent communication. Alongside routine maintenance, IUS undertakes associated HV project works, including reactive and proactive asset replacement, network upgrades and system expansions. Accurate record-keeping, strong compliance focus and consistent operational discipline ensure the client receives a safe, reliable and future-proofed service.

IUS offer substation inspections, maintenance and 24/7 emergency cover via our High Voltage Customer Service (HVCS) team.

Our Operation & Maintenance agreements provide our customers with the trained, authorised and competent team to manage High Voltage networks safely. Our undoubted strength in Senior Authorised Personnel resource and response time differentiates IUS from our competitors.