

Onsite services

SEWAGE TREATMENT PLANTS



ServiceCare Specialist Services



The owners of Sewage Treatment Plants are responsible for ensuring that the equipment continues to operate efficiently and effectively, in order to prevent pollution of the environment.

What it is

Xylem's Sewage Treatment Plant Services meet the Environment Agency Pollution Prevention Guidelines (PPG4) which advise that all Sewage Treatment Plants require regular maintenance and desludging in accordance with the manufacturer's instructions, so as to ensure that the system operates effectively and that the effluent complies with the consent conditions.

In addition to the regular maintenance of the Plant, Xylem offers optional Effluent Sampling & Emptying/Desludging Services which monitor, support & develop the biological processes within the equipment.

How it works

Xylem Water Solutions UK Ltd.'s comprehensive range of services for Sewage Treatment Plants are carried out by qualified technicians who are familiar with the installation, calibration and servicing of Treatment Plants.

With a Xylem Water Solutions UK Ltd. ServiceCare contract you will receive:

- Regular scheduled planned preventative maintenance visits
- All parts used are as specified by the equipment manufacturer
- Any emergency callouts are provided at a preferential reduced hourly rate and with no callout charge
- Access to our 24/7 emergency response service
- Technical support and guidance on all drainage issues
- Support with the Environment Agency and Local Authority
- Detailed site visit reports and service reports
- Automated response to breakdowns (if a telemetry alarm purchased)
- Optional Effluent sampling and analysis to confirm compliance with consented standard*
- Optional emptying and desludging of plant contents*
- Customer Services Support to ensure smooth service delivery and follow-up

Why Xylem ServiceCare

Xylem's ServiceCare contract includes for the recommended level of planned maintenance visits to reduce the risk of breakdowns. All service work is completed to the equipment manufacturer's service schedule, by our expert engineers.

The Xylem ServiceCare offer ensures the necessary service and inspections are provided in a timely and cost-efficient manner, and that Clients receive priority attendance to any issues which arise - this can mean avoidance of any Regulatory Penalty arising from a potential spill.

Effluent Sampling*

Regular sampling of the effluent from the treatment plant creates a record of the performance of the system and confirms that the system is meeting the standard as detailed within the Environment Agency Permit to discharge (Consent).

Routine Emptying*

All Sewage Treatment Plants require regular emptying, dependant on the size, age and application of the system. This could vary from a single annual visit, or as frequently as monthly for much larger systems. Xylem is able to offer this service through our tanker services, which ensures that all works are completed at the appropriate time and to the correct standard.

All work is undertaken to established and audited standards against ISO 9001 & 14001 (Management Systems) and ISO 18001 (Occupational Health & Safety Management Systems)

CHAS (Contractors Health & Safety Assessment Scheme) accredited

CQMS Safety Scheme registered

EXOR certified supplier

Safety Management Advisory Service certified contractor

Legionella Control Association registered

Registered waste carrier

ServiceCare visits include:

- Check control panels for correct operation
- Inspect the biomass growth on the media filter
- Check odour from plant
- Check recycle pump operation and overload settings (where fitted)
- Inspect and clean aeration system
- Check for any blockages within the plant (distribution systems)
- Lift all pumps and carry out service checks (where fitted)
- Check ventilation of the system
- Check electrical connections to the control panel and junction box
- Check condition of any weirs and screens etc.
- Check condition of manhole covers & frames
- Check final effluent visually (if applicable)
- Check final effluent for ammonia concentration (if applicable)
- Any components requiring replacement up to the total value of £150 would be fitted (if available) and charged as extras
- A full status report will be provided detailing the checks undertaken and any further work necessary

Why it makes sense

To ensure the reliable operation of your Sewage Treatment Plant, it is important that the equipment is assessed and maintained correctly and that the biological process performs to ensure that discharged liquor is within the limits of the consent given by the Environment Agency.

By taking these steps, your equipment continues to comply with the relevant standards, manufacturers recommendations and Environment Agency Guidelines.

Case Study

A ServiceCare Client is provided with a planned visit & Sampling Schedule. During the visit the sample process highlights that the discharge exceeds the consented level.

Xylem immediately investigates the cause, corrects any faults, takes remedial action to empty excess sludge & effluent and 're-seeds' the biological process in order to accelerate the system operation. The Client avoids any investigation and possible penalty arising from discharge outside of the consented limit.

Price

You pay for an annual maintenance contract which includes all travel, labour and plant needed to undertake the visits. You will be charged for any materials needed to undertake any repairs which are revealed, and you will be charged for the removal and disposal of sludge if necessary.



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