



# Manage water more effectively, from rain to drain

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Discover Mitie's specialist water services

## 01 INTRODUCTION

# Managed water services by Mitie From rain to drain

At Mitie, we're committed to helping you manage water effectively – from rain to drain.

When you work with us, you get experts in water supply, reuse, treatment and discharge. Everything is backed by cutting-edge technology, which helps us assess even the most hard-to-reach areas, providing visibility into your water use at the very depths of your facility.

We'll help you reduce your organisation's consumption and optimise water use at every point in the cycle. With water supplies under more pressure than ever before, making changes sooner rather than later will reduce your risk of disruption long term, while improving your day-to-day operations.

By 2030, global water demand will outstrip supply by 40%.<sup>1</sup>  
In the UK, there will be an expected shortfall of nearly 5 billion litres per day by 2050.<sup>2</sup>

1. <https://www.weforum.org/stories/2023/03/global-freshwater-demand-will-exceed-supply-40-by-2030-experts-warn/>

2. <https://www.gov.uk/government/publications/a-review-of-englands-draft-regional-and-water-resources-management-plans/19b2f89b-e5ad-4387-afab-884c275437ee>





# Maintain compliance, minimise risk and use water responsibly

## from supply...

As populations and industry grow, the demand for clean water is increasing considerably. But water is becoming scarcer and more expensive, so it's vital for organisations to find ways to manage their water more sustainably, such as capturing rainwater and recycling grey water.

## ...through your pipes...

With full visibility of how water moves through your estate, you'll be able to spot leaks and other opportunities to cut down on consumption. That means maximising the value of every drop that passes through your facility with recycling and reuse, boosting your efficiency and making sure you don't pay for water you don't need.

## ...to discharge

The water leaving your facility is just as important as the water coming in. You need to maintain compliance with regulatory requirements and environmental standards around drainage and effluent discharge without disrupting your operations. Our team can give you peace of mind with risk assessments for potential compliance issues and a plan to maintain standards as guidance evolves.



## 02 WHAT WE DO

# A unified approach from rain to drain

By looking at how you manage water across your entire estate, you get visibility into upstream and downstream improvements that will deliver significant impact.

Our experts can help you get a clear picture of the way water moves through your facilities and delve into the details to make sure every pipe and process is functioning to its full potential.

The scope of our services includes...

## Licensed water retail services

Our licensed water retail services will help you meet your organisation's water needs, achieve your goals and keep compliant with your environmental commitments. We can handle everything from managing your supply, to making sure you're on the right tariff.

We'll design an approach that's tailored to your exact needs, offering:

- Water supply management
- Sewerage services
- Trade effluent expertise
- Road and property drainage
- Tariff and charging reviews
- Consolidated sites and billing

And everything is managed by a dedicated customer service team, who will quickly arrange the support you need.



## Trade effluent and treatment plant management

Discharging water into the sewer system needs to be done safely and appropriately. We'll make sure you're compliant with environmental standards and regulations.

Our services cover trade effluent sampling and analysis to help you understand exactly what's in your wastewater. Then, we'll establish a plan for effluent treatment, recycling and proper disposal.

You can also benefit from:

- Trade effluent consent compliance support
- Plant design, build and commissioning
- Trade effluent plant health checks
- Planned and reactive plant maintenance
- Plant management and operations support
- Optimised chemical regime and supply

## Water hygiene and compliance

Understand your risk and transform the way you use water to keep your employees and others safe. Our BS 7592 and BS 8580 compliance services help you meet necessary standards, and take the next step to drive efficiency and savings throughout your facility.

We can support you with:

- Water treatment services
- UKAS accredited sampling and analysis
- Design, installation and project work
- Remedial works
- Legionella risk assessment and awareness training

We can also provide a bespoke water health and safety plan to drive continual compliance and improvement as your organisation evolves.

## Automation, telemetry, data and analytics

Data is one of the most valuable resources in any organisation. And that remains true when it comes to managing water in your facility.

Leaks are responsible for up to 25% of business water use<sup>3</sup>, but they often go unseen. Automatic meter readers and telemetry solutions bring leaks to light, helping to spot anomalies so you can fix them sooner rather than later.

We use cutting-edge technology and data throughout our water management services, including:

- Automatic meter readings, monitoring and management
- Leak detection and prevention
- Consumption and compliance reporting and analytics
- Benchmarking of sites, systems and processes
- Predictive maintenance and asset management

## Drainage, sewers and interceptors

Proactive cleaning and maintenance help you keep your estate clear and operational and minimise blockages and overflows in sewer systems. We're here to help you maintain proper drainage and protect your site from damage, hazards and mess.

We provide:

- High pressure water jetting and clearance
- Internal and external drainage clearing
- Internal and external pipework installation and modifications
- Interceptor cleaning and inspections
- Tankering and waste emptying
- Planned maintenance and repairs
- CCTV drainage and sewer surveys and mapping
- Telemetry and monitoring
- UKAS accredited effluent testing and analysis

3. <https://www.water.org.uk/sites/default/files/wp/2022/03/Water-UK-A-leakage-Routemap-to-2050.pdf>



## Water efficiency and process optimisation

With the data to make more informed decisions about water usage throughout your facility, you can go beyond compliance requirements and embrace water management that improves efficiency and reduces waste, too.

Our services include:

- Water mapping
- Water efficiency audits
- Waste efficiency adaptations
- Feasibility assessments
- Process audit and optimisation
- Water management implementation and support

We'll help you investigate ways you can adapt your approach to see long-term benefits in your facilities and bottom line.

## 03 A NEW WATER STRATEGY

# Make water work with your facility, not against it

Working with Mitie gives you unmatched insight into your facility as a whole, and how areas like electricity supply, waste management and water interact and affect each other.

By partnering with Mitie for your managed water services, you can create a unified strategy across your entire estate. Plus, you benefit from deep sector expertise in water supply, treatment and optimisation – and how to make sure your water use is as effective as possible.



## Ready to discuss your water processes?

We're here to talk.

Get in touch today to explore how we can improve the way  
you use water, together.

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