



# Complex leak repair at manufacturing site

Longstanding relationship and existing site knowledge benefits large thermoplastic manufacturer in a complex leak repair.

A large thermoplastic manufacturing facility based in the South East of England has been a Wave customer since the beginning of the water market opening in 2017. They are a producer of polypropylene compounds used for the automotive industry and got in touch with us in early 2021 to report a suspected leak at their site.

## Identifying a problem

Their Maintenance Manager, who was already familiar with our services, thanks to a successful repair in 2017, contacted our Water Efficiency Team in March 2021 about a suspected leak on their private supply.

Due to the complexity of the work needed, we recommended carrying out an initial site survey and arranged for the original team to return again, making use of their significant existing knowledge of the site to understand the full requirements of the work.

## Timely repair

Following the site survey, Wave delivered a full price proposal within 72 hours and work started within a month. Our contractors replaced three stop tap valves on the fire ring main with a new tee off point, as the existing valves had become unserviceable. They also laid medium-density polyethylene (MDPE) across the road at the site and terminated at a surface stop tap valve to the storage tank.

The project was completed within two weeks and the leak was repaired with no issues, providing the same comprehensive service our customer had come to expect.

## Further work planned

Our relationship with this company continues to grow as further work has been quoted to replace the other side of their Fire Hydrant Main.

Speaking on behalf of Wave, our Business Development Manager for Water Efficiency Services, Lauren Trainor, commented: "Having already worked with the customer on a job at the same site, they contacted me directly to ask for us to come back with our contractors as we were so reliable and efficient last time. We delivered again on this job and I'm looking forward to working with the customer next year to complete the further works at the site".

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