



Indianapolis - UNITED STATES

Drinking water service

To reduce management costs while improving the quality of service

CONTRACT FACTS

Operator:
Veolia Water Indianapolis

Contract start:
2002

Contract duration:
20 years

KEY FIGURES

No. of people served:
1.1 million

Volumes produced:
200 million cubic meters/year

Network length:
6,430 km

■ Challenge

In 2002, the Indianapolis municipality awarded to Veolia Water in North America a 20-year contract to manage its water service. This was the biggest public-private partnership ever to be concluded in the United States in the water sector. With a population of 1.1 million, Indianapolis is the twelfth largest city in the United States.

Average drinking water production there is 540,000 cubic meters per day. The Indianapolis municipality was looking for an experienced operator to manage its water service, operate the infrastructure efficiently and reduce operating costs. There was a high number of pipe breaks estimated at 0.11 per kilometer, generating 236 liters per inhabitant per day of unaccounted water.

■ Objectives

By 2006:

- 85% of the total maintenance budget will be allocated to preventive and planned maintenance.
- 94% of equipment to be replaced should have been identified correctly.



■ Veolia Water's solution

A new policy for maintenance and infrastructure replacement

- **Annual audits of the facilities** were set up along with a computerized management system. This enables the state of the equipment to be checked, to precisely calculate its life expectancy and to program preventive maintenance and timely replacement.
- A provisional **investment plan** was drawn up. It sets out the **priority needs for equipment** (areas undergoing expansion and replacement of old equipment). The plan avoids making unnecessary investments or overrunning costs because of unexpected equipment replacements.

Maintenance optimization

- A preventive maintenance program was set up to:
 - ensure the highest possible level of equipment availability to improve service reliability
 - reduce costs associated with frequent breakdowns and technical incidents
 - provide a safer working environment for personnel.

Double certification—a first in the US

In 2005 Veolia Water Indianapolis (VWI) was awarded dual **ISO 9001** and **ISO 14001 certification** simultaneously. This is the first time that a US water services company has achieved accreditation for both Quality and Environmental Responsibility.