Anglian Water Non-Household Services

Water Efficiency Studies – Quality Assurance

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Water Efficiency Studies – Quality Assurance

This proposal sets out a formal process to ensure that all water efficiency studies and resulting reports completed during the Anglian Water tariff trial are robust, credible, and technically defensible. The process is designed to:

- Ensure consistency and technical quality across all studies undertaken during the trial;
- Provide confidence to all stakeholders including Anglian Water, Retailers and Business Customers that the recommendations and findings are evidence based; and
- Support the implementation of water-saving measures and the application of efficiency related charges.

To achieve this, we are asking Retailers to support the trial as follows:

- Work with providers to ensure all on-site studies are completed by individuals with relevant experience of working on industrial sites. Specifically, evidence of competency of the on-site Assessor shall be provided to the Retailer in the form of a Competency Statement (see below).
- Engage with Business Customers to ask they support assessors to carry out the on-site water use review.
- Ensure each report is reviewed and signed-off by an independent expert (a different person to the report author). The reviewer to be a Chartered Process Engineer.
- Contact Anglian Water at the earliest opportunity if the Retailer or Business customer requires support with securing resource as required.
- Ensure the Implementation Plan that details the Stage 1 and 2 activities, based on the report recommendations, are be signed-off by the Business Customer Director (or equivalent).

The process aims to:

1. Ensure technical accuracy in assessments of water use, sub-metering, process management, pressure management and demand optimisation.
2. Ensure the on-site assessors have relevant skills and experience to carry out the studies on industrial sites.
3. Provide independent expert verification that Stage 1 and Stage 2 requirements have been objectively assessed.
4. Ensure study recommendations are supported by clear evidence and sound engineering judgement.
5. Enable transparent decision-making related to tariff application and inefficiency charges.

Required Competence for On-Site Assessors

Retailers are asked to ensure that all on-site water efficiency studies are carried out by individuals who meet the following requirements:

Minimum Experience and Competence

- At least 3 years' experience in industrial water efficiency assessments, industrial water/process auditing, or similar technical roles;
- Demonstrable experience conducting site surveys in large non-domestic or industrial settings;
- Experience in diagnosing process and operational water losses;
- Understanding of industrial processes and major water using equipment;
- Experience and competency in quantifying water, energy and carbon savings;
- Experience and competency in use of temporary flow measurement; and
- H&S competency to work on third party sites, ensure the assessors organisation subscribe to a suitable Health and Safety pre-qualification scheme such as ISO 45001 or an accredited SSIP scheme.

Evidence of the above shall be provided to the Retailer in the form of a **Competency Statement.**

This should be a concise, evidence-based description of the assessors skills, knowledge, and behaviours, demonstrating how they are suitable to carry out the water efficiency study. Examples (using the STAR method: Situation, Task, Action, Result) to show how they achieved outcomes, proving they can apply those capabilities to the water efficiency study. It should highlight their personal actions, impact and the specific competencies they have applied, to show they can perform to the expected standard.

Role of the Chartered Process Engineer

To ensure engineering rigour and consistency, all completed reports must be reviewed, validated, and formally signed off by a Chartered Process Engineer (CEng or equivalent).

Responsibilities of the Chartered Process Engineer:

- Technical review of all findings, calculations, and assumptions;
- Validation that Stage 1 minimum requirements have been accurately assessed;
- Assessment of Stage 2 measures, including appropriateness of technology recommendations, feasibility and the accuracy of payback periods;
- Quality assurance to ensure reports meet agreed standards and contain adequate evidence; and
- An accurate assessment of the site and the report is justified in its conclusions and recommendations.

Independence and Professional Accountability

The Chartered Process Engineer:

- Must not have been the primary on-site assessor;
- Must be accountable to their engineering institution's code of conduct; and
- Must attest that the report is complete, technically accurate, and represents an impartial assessment.

Proposed Assurance Process

Step 1 – Preparation and Scoping

- Customer and Retailer commission a competent qualified provider to deliver the water efficiency study;
- Provider assigns an assessor meeting the competence criteria; and
- Scoping is completed according to the approved template.

Step 2 – On-Site Study

- Assessor completes site visit;
- Sub-metering status, process mapping, pressure management, demand optimisation and operational practices are assessed; and
- Data is collected, verified and logged according to standardised templates.

Step 3 – Report Drafting

- The assessor prepares the draft report, including:
    - Stage 1 - findings, evidence, and compliance assessment;
    - Stage 2 - recommendations meeting the <4 year payback requirement;
    - Cost–benefit calculations; and
    - Evidential supporting data, including photographs and meter readings.

Step 4 – Technical Review by Chartered Process Engineer

The Chartered Process Engineer reviews the full draft and:

- Verifies accuracy and completeness of technical data, calculations etc;
- Ensures consistency with Anglian Water's trial requirements and templates; and
- Confirms that both Stage 1 and Stage 2 assessments are comprehensive and robust.

Step 5 – Sign-Off

The Chartered Process Engineer provides:

- A signed declaration confirming the report is technically sound;
- Their professional registration details and engineering institution membership ID; and
- Confirmation that the report meets the specified scope of work in the report template.

Step 6 – Submission

The final report signed off by the Chartered Process Engineer is submitted to:

- The retailer's business customer for Director sign-off;
- Then to the Retailer; and then
- To Anglian Water for assessment against the inefficiency charge criteria.

Benefits of This Assurance Framework

- Credibility: ensures all recommendations are grounded in engineering best practice.
- Consistency: creates uniformity across all participating sites and providers.
- Fairness: ensures customers are assessed based on reliable, comparable information.
- Traceability: all reports include a professional sign-off chain, supporting audit requirements.