



Working with the community

Business Stream helps save New Cumnock's swimming pool from closure

When the outdoor swimming pool in the East Ayrshire mining village of New Cumnock was closed by the local council, the local community founded a regeneration company, New Cumnock Environmental Volunteers (NERV), with the aim of refurbishing and then reopening their pool.

After receiving funding from a number of organisations and raising their own cash as well, NERV successfully upgraded the heating system, pool changing rooms, tiling and surrounding walls before reopening in 2001. So it came as a hard blow when the pool's water and waste water bill proved higher than expected. They contacted Business Stream as their water supplier to discuss ways to reduce their consumption and cut their bills.

Business requirements

Situated in an area with a history of industrial closures, New Cumnock worked hard to ensure the reopening of their outdoor pool. By running it as a charity and contracting The Galleon Centre in Kilmarnock to operate it, they opened it daily from May to September, and raised sufficient funds to maintain and operate the pool. During subsequent discussions with our customer service centre, NERV made it clear that, as a self-funding charity, they couldn't afford to pay their most recent water and waste water bill and needed to know what options were available to them.

Solution

From the water meter readings used to calculate NERV's bill, it became clear that the pool and its changing facilities were using more water than expected. This led the Galleon Centre to investigate whether the pool's infrastructure had a burst pipe.

A CCTV survey was carried out and the subsequent film showed that the infrastructure pipes feeding water into the pool were badly corroded. This meant that as heated water was pumped through the pipes to fill the pool, a substantial amount was being lost into the ground on a daily basis.

As this water had never made it into the public sewer, where it would have had to be treated and processed by Scottish Water, our customer service centre, in consultation with the Galleon Centre management team, calculated that they were able to reduce the waste water element of NERV's bill by a five figure sum as part of a one off waste allowance.

Our water management experts conducted a survey, and from this, we were able to develop a plan for NERV to replace their corroded cast iron with new PVC pipes. This new non-corroding pipe network would require a minimum level of disruption during installation and ensure that the pool stopped losing water through their infrastructure.



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Business benefits

By significantly reducing the pool's water and waste water bill, our customer service centre was able to help NERV keep their local pool up running. This was particularly important for the local community as they didn't have an alternative pool within the immediate vicinity. It also helped protect the time, effort and money invested recently in refurbishing the pool.

The survey that highlighted the leaking infrastructure helped NERV understand their underlying problem, whilst the repair plan provided by our water management team showed them what was needed to resolve it. Now that the final repairs have been made to the pool's infrastructure, New Cumnock can look forward to many years of happy swimming without needing to worry about their water and waste water bills.

Jimmy Carmichael,
chair of New Cumnock Environmental Regeneration

Jimmy Carmichael, chair of New Cumnock Environmental Regeneration said, 'It is reassuring to know that Business Stream, through the dedicated work of their staff, is prepared to work with the community at large to resolve difficult situations. I would like to thank them for their personal input in resolving this and for producing a successful outcome for New Cumnock Pool.'

Contact information

To find out how we can make water work for you, please get in touch

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