

business stream

A SCOTTISH WATER COMPANY



case studies



## Going that extra mile helps Scottish and Southern Energy Business Stream and Fortum provide an emergency demineralised water supply for SSE



Since 2004, Scottish and Southern Energy (SSE) has operated the gas fired, Fife Power Station at Cardenden.

As part of the power generation process, a regular supply of demineralised water is required to prevent any build up of scale/impurities within the power station's internal systems.

Any interruption to or drop in the quality of this supply can result in the station not being able to run efficiently or safely.

So when the on-site demineralised water treatment plant stopped working properly, Scottish and Southern faced a headache that required immediate attention.

They called Business Stream to ask for our help in sourcing an alternative supply of demineralised water that would give SSE time to get to the bottom of their water treatment problem.

### Business Requirements

When water goes through the demineralisation process it becomes suitable for use in power stations such as Cardenden. Without any ions or mineral content it can be relied upon not to scour or clog internal systems with build ups of scale.

To help ensure that the water going through Fife Power Station's demineralisation water plant remains at this high level of purification, essential maintenance is carried out on an annual basis.

In 2008 when Scottish and Southern Energy completed this maintenance and switched the plant back on they became aware that something was wrong. The water being produced didn't match the high standards required for use in the station.

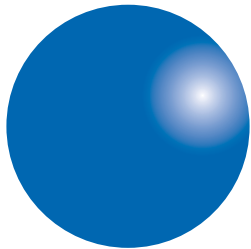
This could potentially damage Fife Power Station's systems

and meant the management team was forced to shut down the water treatment plant. After investigating whether they could solve the problem internally they placed a call to Business Stream.

### Solution

It was 10 o'clock on a Monday morning when our customer response team received a call to help with sourcing and supplying an alternative supply of demineralised water for Fife Power Station.

From our local customer knowledge our team knew that Fortum of Finland's subsidiary Grangemouth CHP Ltd used a similar demineralised water treatment plant. Discussions were promptly started and an agreement was reached that morning for Fife Power Station to make use of Grangemouth CHP's excess demineralised water. A further call was made to our water tanker suppliers who

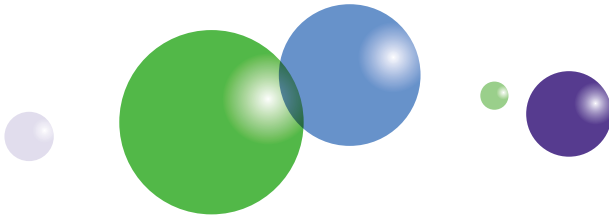


promptly sent a member of their senior management to Grangemouth where they began the process of completing security and safety procedure forms. This allowed the tankers access to CHP's site later that afternoon and meant they could be filled and despatched to Cardenden.

A steady stream of tankers going between Grangemouth and Cardenden meant that an approved alternative supply of demineralised water was reaching Fife Power Station within six hours of SSE initially talking to Business Stream.

### Business Benefits

In total 155 tonnes of demineralised water were delivered using a fleet of approved 30 tonne tankers over the course of the day.



### Contact information

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

- **Online:** [www.business-stream.co.uk](http://www.business-stream.co.uk)
- **By email:** [customer.service@business-stream.co.uk](mailto:customer.service@business-stream.co.uk)
- **By phone:** 0845 602 8855
- **By post:** 55 Buckstone Terrace, Edinburgh, EH10 6XH

This allowed SSE to test their system, identify where the problem lay and implement remedial work.

Knowing that they could make use of Business Stream's value added service to help solve their problem meant that Scottish and Southern Energy avoided what was a potentially costly and damaging problem.

Our team's good customer relations, project management skills and quick response helped make sure Fife Power Station could continue to supply power to the national grid without interruption.

#### Richard Simcock

Scottish and Southern Energy's,  
Operations Manager, Fife Power Station

“Business Stream worked with us to secure an emergency supply that worked. Their expert customer knowledge meant that we had a tailored solution within hours of having called. This type of partnership and ‘can do’ attitude is vital when we are working to ensure our customers receive an uninterrupted supply of power.”

#### Ari Kiuru,

Fortum's Asset Manager at Grangemouth said:

“Fortum always seeks to work in partnership with its own customers and welcomes the opportunity to support Business Stream in doing the same”.