

# business stream

A SCOTTISH WATER COMPANY



## case studies



## Business Stream puts sparkle back into national treasure

## Business Stream helps Dumfries House detect leaks, saving them over £11,000

By bringing together their wealth of technical knowledge and responsive customer service, Business Stream worked closely with those responsible for the maintenance of the grounds to find leaking pipes.

### Business requirements

Dumfries House has recently opened its doors to the public after being saved for the nation by a consortium of public bodies, organisations and individuals, which was spearheaded by HRH, The Prince of Wales. Commissioned by the 5<sup>th</sup> Earl of Dumfries and designed and built by the Adam brothers, the house boasts one of the world's most complete collections of Chippendale and late 18<sup>th</sup> century Scottish furniture.

In setting up a new charitable body, the Great Steward of Scotland's Dumfries House Trust, The Prince hopes that the house and its surrounding 2,000 acres

of estate will act as a catalyst for social and economic regeneration within East Ayrshire.

Soon after opening, it became apparent that the supply infrastructure was riddled with leaks and, subsequently, an excessive water bill was received which had not been budgeted for. The Trust immediately recognised that this annual bill did not reflect their usage and with renewed concerns for the estate's future and for their plans to implement a long term conservation and preservation project within the grounds, the Trust approached Business Stream for help.

### Solution

In response to Dumfries House's request for help reducing their water bills, Business Stream recognised the unusually high consumption and worked closely with Dumfries House staff to identify possible causes. Business Stream understood the delicate nature of this charity's

situation and understood that cost efficiency was an absolute priority in resolving the problem.

Business Stream first had to educate the staff about their meters, water supply pipes and leak detection techniques so that all remedial works could be carried out by Dumfries House staff. Despite a number of leaks being found immediately, Business Stream continued to work with the customer until their average daily consumption reflected their expected usage.

By mapping out the estate's supply pipelines and giving instructions on how to carry out tests to isolate sections of the pipe, two considerable leaks were found, reducing the average daily consumption from 64m<sup>3</sup> to 3m<sup>3</sup>. By training the staff at Dumfries House, Business Stream has ensured that the consumption on the estate is now closely monitored to help prevent leaks going undetected in the future. The staff now has a better understanding of the



infrastructure and they are better equipped to manage consumption and costs.

### Business benefits

Business Stream's expert advice and support enabled the Trust to avoid a cost that could have compromised their development plans and put a huge strain on their long term strategy.

Dumfries House now has a better understanding of the supply network at the estate and of the importance of maintaining pipes and water meters. Business Stream has enabled the staff to feel they have ownership of their part in preserving the estate.

The staff at Dumfries House showed their gratitude by inviting Business Stream to tour the estate. The Business Stream team were given insight into how important the preservation of the estate is and will continue to be for this national treasure.

### 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

#### Mike Schafer

Chief Executive, the Great Steward of Scotland's Dumfries House Trust

'Our request for help was picked up immediately. This team have made a tangible difference to the Great Steward of Scotland's Dumfries House Trust. It was their confidence and knowledge that enabled us to have reduced our costs to a sustainable and manageable level, saving us thousands of pounds. A big thank you from all of us.'

