

# Northumbrian Water Reduced Flooding Incidents by 90% and Saved Potential Penalties of over £2 Million

## The Challenge

Northumbrian Water faced two critical challenges.

**Flooding from Operations:** They wanted to stop flooding incidents caused by jetting operations.

Despite various mitigation efforts, these incidents were frequent, with an average of 30 occurrences per year.

**First Time Transferred Flooding:** Identifying the exact causes of external flooding was challenging due to the absence of technical staff on-site from the onset of the incidents.

## The Outcome

**90% reduction in incidents**

from an average of 30 incidents per year to only three

**Saved £2.1 million in potential penalties**

with a 12% improvement in correctly identifying external flooding incidents

**Avoided penalties of £530,000 in a single year**

with reduction in internal flooding incidents

**Customer satisfaction**

with reduced flooding incidents and fewer disruptions

# The Solution

Right first time quality and compliance

Vyntelligence offers a solution to mitigate flooding incidents during jetting operations. It involves a simple yet effective 60-second check, where teams record a video and talk through their training before carrying out operations. This step ensures that the team consciously considers and plans how to minimise risk. Teams are more engaged and effective, understanding their impact and reducing errors.

Vyn AI summarises the video and categorises incidents and impacts on customers based on the video evidence provided by the team.

For the first time transferred flooding, field technicians now capture video evidence during their visit, allowing them to show on-site conditions. This has not only improved the accuracy of identifying flooding sources but has also enhanced the ability to demonstrate non-responsibility for incidents externally. The detailed video evidence supports better decision-making and enables a quicker, more effective response to flooding incidents.

*“We had an average of around 30 incidents. Last year, we only had three. The reduction of 27 has effectively helped us to avoid a penalty of £530,000 in that year. **The video evidence has been invaluable.**”*



**Benn Elsey**  
Flooding Operations Manager  
Northumbrian Water