



Water for the North West

# Case Study Driving lower emissions

United  
Supply  
Chain



## Overview

Through United Supply Chain and our relationships with our suppliers, we want to showcase good examples of when our suppliers have taken the initiative and demonstrated to us effective improvements to their processes.

We work with Sapphire Utility Solutions on a number of contracts across our business, predominantly wastewater network services. This case study will show Sapphire's approach to a new way of working and the benefits this has brought for United Utilities.



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# Approach

CityFlex vehicles are used as part of our resolution fleet, with significant capability to provide a one-stop solution to wastewater network issues such as sewer blockages.

However, only 30% of the equipment on board was being utilised on jobs attended. There is also a significant investment on purchase and operating costs of CityFlex vehicles.



An alternative solution was developed by Sapphire to deliver the following:

- Reduced investment in fleet
- Reduced operating costs
- Reduced environmental impact
- Increased mobility
- Unlimited driver resource pool

New Resolution Vans were designed to create a more sustainable and cost-efficient approach to maintaining United Utilities' wastewater network. These will allow for small jobs to be carried out without the need for a larger CityFlex vehicle to attend.

## Case Study

### Driving lower emissions

# Results

By complementing the CityFlex fleet with a hybrid resolution vehicle, the following benefits were achieved:

- **Environment** - Significant reduction in greenhouse gas emissions and impact on air quality.
- **Customer Communication** - The Resolution Vans are fitted with state of the art media screens which enable real time updates to be provided to customers.
- **Increased Productivity** - With the Resolution Van weighing over 10 tonnes less than a CityFlex they are able to cover many more miles and maintain a much larger area of the UU network.
- **Cost Effective** - Lower operational costs to run the Resolution Vans including lower capital costs.



# Case Study

## Driving lower emissions

# Outcome



### Comparison of Resolution Van vs. the CityFlex

51% Carbon reduction	£5,000 annual saving on fuel costs	Particulate emissions are 44% lower
Reduction in NOx emissions is equivalent to removing a petrol car off the road	Purchase cost only 27% of a CityFlex unit	1.24 tCO <sub>2</sub> e saved every month

### Across the fleet of 15 Resolution Vans the benefits are substantial

Over £2m saving on capital investment	£90,000 saving on fuel costs per annum	Reduction of 223 tCO <sub>2</sub> e per year
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This piece of work really shows how by collaborating with our supply chain we can really make an impact on our environment if we start to think about what we are using and how.

As a signatory to United Supply Chain, Sapphire has really demonstrated to us its commitment to our Responsible Sourcing Principles and is the first supplier to have been awarded our USC Leader accreditation badge. Sapphire has really gone the extra mile and has shown a commitment to improving the services to our customers and ultimately to us as a business. We look forward to continuing this collaborative working relationship with Sapphire Utility Solutions.



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Read more

Sapphire Utility Solutions <https://sus.co.uk/>

United Supply Chain <https://www.unitedutilities.com/corporate/about-us/governance/suppliers/delivering-value/united-supply-chain/>

Our journey to net zero <https://www.unitedutilities.com/corporate/responsibility/stakeholders/catchment-systems-thinking/beyond-water-series/our-journey-to-net-zero/>

Supply Chain Sustainability School <https://www.supplychainschool.co.uk/>