

# Professional Traffic Management plans to enable Utilities companies to carry out works and repairs

## The Challenge

When a burst water main on the A217 in Banstead, Surrey required a carriageway closure, Sutton and East Surrey Water (SES Water) asked Chevron TM for help implementing a cost-effective traffic management solution. The goals were to ensure the safety of their workforce, provide information to local residents and traffic, and reduce the impact on road users.

The burst water main had occurred in the centre of the carriageway, so a full road closure was required in order to perform maintenance works. This meant that all the adjacent side

roads would need to be closed for the duration of the works. In addition, the number of side roads involved meant that the diversion routes may have been confusing for travellers. Combined with the high traffic volumes, SES Water was concerned that there would be an increased risk of traffic management incursions and negative public feedback. SES Water also wanted to understand where the incursions were taking place and why, to inform and improve future projects. Another challenge was how a traffic management maintenance crew could maintain the amount of side road closures cost effectively.



# Sutton and East Surrey Water (SES Water) A217 Banstead project Utilities

## Our Solution

Chevron TM consulted with HRS, our Digital Services Team to advise SES Water on the best traffic management configuration and potential diversion routes available, using the Intellicone Smart Closure System, geo-zoning and Customer Communication Terminals.

Prior to the works taking place, the agreed site geo-zones were set up on the software platform. This mapped out the area of the road closure and the surrounding side roads and would allow all technology in that geo-zone to be visible on the monitoring platform. In addition, the geo-zoning allowed data, including location details, to be collected from activated alarms and intercom information signs (Customer Communication Terminals).

With this information, the traffic management crew were able to respond quickly to any incursions, while also providing data for site monitoring, future project planning or as evidence for prosecutions.

In addition, for the Customer Communication Terminal, SES Water created a bespoke design that represented their brand and gave a more personal touch to the sign face.

**Chevron TM brought experience, expertise and innovation to this project to give SES Water a comprehensive, real-time traffic management plan which allowed to react quickly, safely and efficiently to an unexpected situation.**

**“Overall, SES Water deemed that the use of Digital Services was a success, with an estimated saving of 33% of the total traffic management cost for this site”**



## About the client

Sutton and East Surrey Water supply water services to residents in East Surrey and parts of West Sussex, west Kent and south London. Every day, 712,000 consumers rely on them to provide 160 million litres of water. Employing nearly 300 staff over a supply area of 835km<sup>2</sup> (322mi<sup>2</sup>), they operate and maintain a network of 3,445km (2,153 miles) of water mains. They aim to continue to be a well-run, respected and successful local business, and put their customers at the heart of their business in order to achieve this.

