

# Case Study | Rownhams Water Mains Renewal



**"The work ethic, cleanliness, and all-round presence on and around Shanklin Road by your team has been exceptional. There will always be some inconvenience to us residents, but your teams have made sure it was minimal."**

Shanklin Road, Local resident

## Background

In Southampton, Clancy are replacing 20km of new water mains to help protect water quality for local communities. This scheme is aiding Southern Water's commitment to the Drinking Water Inspectorate (DWI) to replace 110km of water mains in the area by 2025.

Early in this scheme, we established a dedicated local project office, housing key Clancy and Southern Water personnel. This close collaboration has enabled an agile and timely response to any issues as soon as they arise.

## Solution

This area of Southampton is densely populated with a high number of residential homes, major retail businesses, and also key stakeholders such as Southampton General Hospital in very close proximity to the work.

Early in the design phase, we identified which roads were under Highways Authorities restrictions. Our team collaborated with Southampton City Council Highways to understand which roads they had already allocated to their maintenance programme in the area. From this, we were able to start work on two critical sections early through coordinating our works with the Council's own works, ahead of our original construction schedule.

## Benefit

Clancy's dedication to collaboration has enabled us to make significant savings in the programme of works and ultimately reduce disturbances to Southern Water's customers. As a DWI-specific project, these time savings are critical to meeting their fixed 2025 deadline.

To minimise the impact of works being undertaken, we have worked closely with Southern Water to implement a detailed communication plan. A personalised approach has been taken to local communications, with letters written to customers on a street-by-street basis in advance of our work, enabling targeted, timely, and relevant communications to keep customers as informed of progress as possible.



  
**20km**  
NEW WATER MAINS

  
**EXCEPTIONAL**  
**COLLABORATION**