



MCA Awards 2018 Finalist

Best Use of Thought Leadership

Arcadis with United Utilities

Arcadis has been working with United Utilities in recent years to improve its risk and resilience. Our latest study was recognised by Ofwat as an approach the industry could adopt in measuring resilience.

In 2015, United Utilities detected cryptosporidium in the final water leaving Franklaw Water Treatment Works, leading to a boil water notice being issued affecting 700,000 people. They recognised the need to improve resilience. Arcadis worked with United Utilities to develop an innovative methodology and published a report “Measuring Resilience in the Water Industry”. It puts customers at the heart of investment decisions and is being adopted widely.