

# PRESS RELEASE

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## South East Water award Mitsubishi Electric new Framework Agreement for Automation Products

**A new Framework Agreement between South East Water and Mitsubishi Electric has been agreed for four years with an option to extend for a further two years. The framework agreement covers the supply of PLCs, HMIs, VSDs and associated equipment, as well as support, training, extended warranties, software updates and bespoke 24/7 support.**

South East Water serves a population of 2.1 million, supplying safe, high quality drinking water to 880,000 properties in Kent, Sussex, Surrey, Berkshire and Hampshire. Mitsubishi Electric PLCs, HMIs and VSDs play an important part in processes that collect, treat and distribute the water 24 hours a day, 365 days a year.

South East Water is committed to continually improving its service through modernisation and upgrades of its infrastructure and the further automation of pumping stations. It has fitted variable speed drives to many of the pumps in its supply network so that fluctuations in demand can

be met both efficiently and effectively.

The framework commits South East Water to specify and source the full range of PLCs, HMIs and VSDs from Mitsubishi Electric in return for agreed levels of support, training, pricing, quality and availability, with all equipment bought during the framework period covered by an extended five year warranty.

Further, the framework also allows approved South East Water contractors to source equipment directly, while a defined parts list means that South East Water and its systems integrators are working with a fixed price component list and that common parts are used throughout the sites.

The support provided by Mitsubishi Electric is based on its Diamond Service contract, which provides 24/7 telephone support every day of the year. In addition, the automation specialist provides on-site back up and application support where necessary, plus several other detailed commitments such as pre- and post-harmonic surveys with a full report.

Training is organised through a self-funding academy arrangement, which provides standard and bespoke training packages – on-site or at Mitsubishi Electric's Hatfield head office. The training that all relevant South East Water staff attended is monitored and used as a tool to generate refresher training where needed, so that everyone is kept fully up to date.

Each month a report is provided to South East Water on the level of spend, training completed and a number of benchmarked Key Performance Indicators. There are also regular review meetings and technical forums with SEW and their systems integrators to ensure that information is being shared in a best practice manner.

As well as South East Water, Mitsubishi Electric automation equipment is used by many water companies across the UK, including the Isle of Man.



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## About Mitsubishi Electric

With over 90 years of experience in providing reliable, high-quality products to both corporate clients and general consumers all over the world, Mitsubishi Electric Corporation is a recognized world leader in the manufacture, marketing and sales of electrical and electronic equipment used in information processing and communications, space development and satellite communications, consumer electronics, industrial technology, as well as in products for the energy sector, water and waste water, transportation and building equipment.

With around 124.000 employees the company recorded consolidated group sales of 39.3 billion US Dollar\* in the fiscal year ended March 31, 2014.

Our sales offices, research & development centres and manufacturing plants are located in over 30 countries.

Mitsubishi Electric Europe, Industrial Automation – UK Branch is located in Hatfield, United Kingdom. It is a part of the European Factory Automation Business Group based in Ratingen, Germany which in turn is part of Mitsubishi Electric Europe B.V., a wholly owned subsidiary of Mitsubishi Electric Corporation, Japan.

The role of Industrial Automation – UK Branch is to manage sales, service and support across its network of local branches and distributors throughout United Kingdom.

## Further Information:

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