



From hunting out leaks in basements to keeping customers informed every step of the way, network service technician (NST) **CRAIG FINDLAY** spends his days (and some nights) out on the road to maintain Thames Water's 70,000 mile water network. He is part of a community of 335 technicians that represent the company out on the streets. Find out what a day in Craig's working life was like.



Craig Findlay's office is his van

PLAYER PROFILE
 Age: 29
 Works: Thames Valley
 Home: Married with a new born baby
 Goals: To have as much fun as possible with son growing up
 Joined TW: October 2013
 Previous job: Eleven years on Mouchel's leak detection team
 Ambition: To learn as much as possible and progress into management
 Passionate about: Customer service / keeping customers informed
 Enjoys: Resolving a job

Life starts at the depot



I start today at my depot in Bourne End I pop in a few times a month to get toolled up with customer literature and equipment.

With each day so different, it's important to have everything in the van.

One day I could have five leak investigations, another I could be called to a burst.

Most of my work is reactive and called in by customers, so for a lot of my days, I'm investigating leaks and low pressures, closing mains, and locating customers' stop-valves.

Leak detective at work

Here I am in the basement of a hairdressers looking for a leak. It's not obvious, but after a good look around and due to a slight smell, I have a strong suspicion the basement's filling up with wastewater.

Thanks to the NSTs in my area,

I've picked up the skills to resolve jobs quickly. They've really welcomed me to the team and are always willing to help out.

I then move outside the hairdressers and the funny looking pipe in my ear, *right*, is called a listening stick. It's one of our key tools – a technician's equivalent to a doctor's stethoscope.

I place it over the main – if I hear water running in the pipe I know it's leaking. All sounds okay, so I'm passing this one back to the wastewater team.



Step inside my office

I spend a lot of time in my van doing the office part of the job. I'm using my portable device to close down a customer job. I also use this to carry out safety assessments, locate mains, and let the despatch team know where I am.

I make all my calls here – mainly to customers to let them know I'm on my way, but also to the other guys to tap into years of experience and knowledge.



Keeping customers informed

I am about to update a customer on a leak investigation they called in. As it's 25 metres away from our main it'll be up to them to fix.

I take my time to explain this, walk the customer through the leak and provide plenty of advice.

Keeping customers informed is key to the job. I spend a lot of my time doing it – it's very important to me to provide a first-class service.



Turning off water supplies

The rest of my afternoon is spent at a primary school. The caretaker needs to turn off the water supply to carry out emergency work but can't locate the stop-valve, so I'm here to help.

The job lasts most of the afternoon as it takes a while to locate and get the jammed-valve to turn. I'm already planning for the next day but won't know my entire day until it's happening which is one of the things that keeps the job fresh and exciting.

