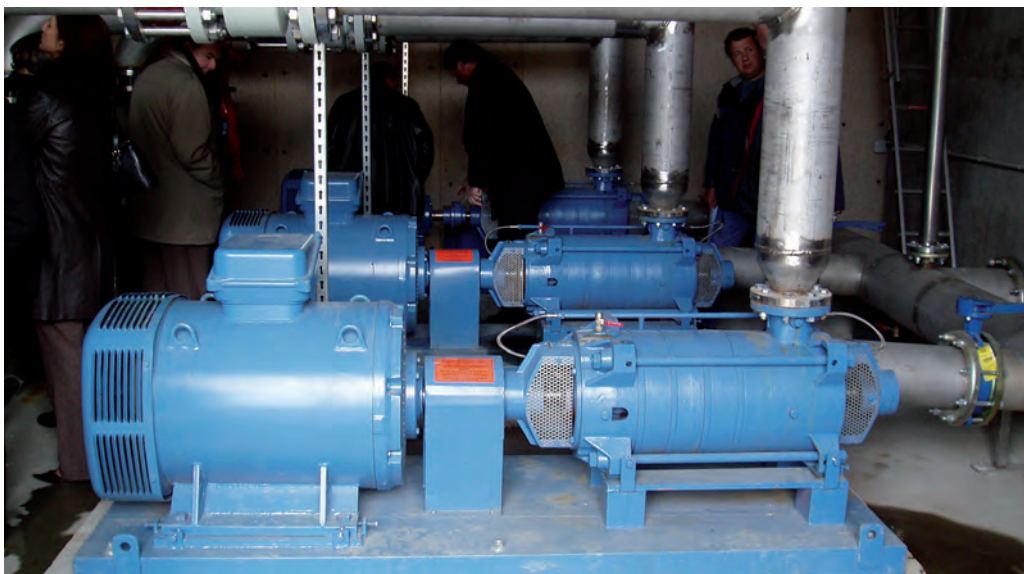


Syndicat des Eaux de la Semène

Technical expertise for better negotiating with suppliers

The Syndicat des Eaux de la Semène was confronted with erratic dysfunctions of its new pumping installation, undergoing in particular repetitive variable speed transmissions breakages. It called upon Cetim to highlight nonconformities in order to force the installers to meet their obligations.



OUR CUSTOMER

Corporate name

Syndicat des Eaux de la Semène

Workforce

5 technicians

Activity

The syndicat des Eaux de la Semène operates the water supply of more than 7.000 customers spread over nine town districts located in the departments of the Loire and the Haute-Loire (St-Just-Malmont, St-Romain-Lachalm, St-Victor-Malescours, St-Pal-de-Mons, St-Ferréol-d'Aurore, Pont-Salomon, La Chapelle-d'Aurec, Jonzieux and part of Dunières)

For ensuring continuous water supply to its customers during the maintenance period of the dam at Malifaux, the syndicat des eaux de la Semène had built, in 2006, a pumping station with a baffle block and a reservoir. Established on the town of Chambon Feugerolles, the station, since it was put in operation, met hydraulic (coupling failures, leaks, vibrations) and electric dysfunctions (repeated variable speed drives damages). Result : multiple stops and a downgraded operation mode. After several contradictory meetings with the different suppliers, the situation develops little

and each one places the responsibilities on the others. The joint association then calls upon Cetim's skill to understand the origin of the dysfunctions and to have the sub-contractors meet their obligations.

Supporting evidences

"Several technical specialists considered our difficulties without being able to identify clearly any cause to the dysfunctions, explains Éric Chevalier, manager of the joint association for water Loire and Lignon who manages the technical aspects of the installations of the Syndicat des Eaux de la Semène. We then called

upon Cetim which immediately noted the defects, measured the performance variations and highlighted nonconformities towards the standards and safety rules". The responsible subcontractor then quickly took charge of the hydraulic defects. But it was not as easy for the electric part, each one placing the responsibilities on the others.

"The report drawn up by Cetim enabled us to ask the suppliers the good questions and to highlight the obvious faults towards the good practices, continues Éric Chevalier. That's what allowed us to accelerate the procedure and to get finally an operating installation. But everything's not clear yet because the electrical fixing solution is, for us, only temporary. We will thus continue our action towards the suppliers, using as support Cetim's report in order to get finally a secured, operating and powerful installation."



Cetim's asset

Cetim proposes its technical assistance and its advices to help companies in managing as well as possible their customer-to-supplier relations. Cetim's technical experts intervene as specialist advisors before the courts.