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Rapid Mobilisation & Delivery of Water Meter Survey Programme

Challenge

In early November 2025, VOCON Energy was tasked with an urgent and high-volume mobilisation. The requirement was to recruit and deploy 10 surveyors capable of assessing water meter installation feasibility.

The client needed immediate momentum, with the programme to be completed by the end of January 2026. Therefore, rapid recruitment and onboarding was imperative, ensuring all operatives were suitably trained to technical and SHEA Water standards. It was important that we integrated new surveyors with our existing operational teams.

In order to work to the time constraints set out by the client, precision was essential. Our team ensured the delivery of accurate survey data to enable the meter screw-in team to install at pace.

Plan

VOCON Energy designed a mobilisation plan built around three priorities.

The first priority was an accelerated recruitment pipeline, this included establishing a fast-track process to identify, interview and onboard suitable candidates within days instead of the standard week to month timeframe.

The second priority was providing comprehensive training & compliance understanding, ensuring all surveyors received full induction, technical instruction and National Water Hygiene Certificate, enabling them to operate safely and competently from day one.

The final priority was future upskilling and operational integration, focusing on deploy surveyors to shadow experienced teams, ensuring quality and consistency. We planned a pathway to upskill selected surveyors into meter installation roles to support downstream delivery.

CLIENT:

Severn Trent Water

PROJECT LOCATION:

East and West Midlands, Nottinghamshire, Derbyshire and Shropshire

PROJECT DESCRIPTION:

VOCON Energy was engaged to rapidly mobilise and deliver a high-volume water meter survey programme across a large regional area. Within days, a fully trained and compliant team of surveyors was recruited, onboarded and deployed. High-quality survey data enabled seamless progression to meter installation, while selected surveyors were upskilled to support installation works, strengthening overall delivery capacity.

The programme demonstrated VOCON Energy's ability to mobilise at pace, integrate with existing operations, and deliver accurate, high-volume outputs without compromising safety or quality.

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Action

VOCON Energy executed the plan with exceptional speed and coordination. Within 7 days of the request, we had recruited 9 surveyors for the programme. These operatives completed company induction, technical training and achieved National Water Hygiene Certificate.

Surveyors were paired with the existing field team to ensure alignment with operational standards before being deployed independently. Once operational, surveyors undertook a number of duties, including lifting lids and assessing meter fit feasibility, recording and passing accurate follow-on information to the meter screw-in team and supporting workflow sequencing to ensure efficient installation scheduling.

As the programme matured, VOCON Energy identified high-performing surveyors and provided additional technical training, enabling them to transition into meter installation roles to further strengthen delivery capacity.

Results

In just 9 weeks, the VOCON Energy team completed 15,000 water meter surveys allowing all surveyed locations to progress to successful meter installation.

We subsequently have a fully trained, compliant and operational workforce that was deployed in record time, along with a strengthened pipeline of multi-skilled operatives capable of both surveying and installation.

> “Well done to VOCON Energy in mobilising the team at such short notice”

KEY STATS:

- 9 new operatives recruited within 7 days.
- Delivered 15,000 surveys in just nine weeks.
- Improved installation efficiency with all locations now progressed to installation.