

## Press Release

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Monday, 30<sup>th</sup> March 2010

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### **Central Networks gets connected for industry-first alliance**

Central Networks, the electricity distribution company for central England, has formed the UK's first utility connections alliance with Morrison Utility Services following a rigorous procurement process.

The New Connections Alliance is based around a completely new form of partnering contract that links customer needs and value directly to service delivery. The new relationship provides a unified team of Central Networks and Morrison Utility Services staff to deliver new electricity connections over the next 10 years.

Tom Notman, New Connections Commercial Manager at Central Networks, said: "This alliance will improve our customer service and make us easier to do business with by providing a more streamlined approach to delivering our new connections.

"Both partners are fully aligned and equally incentivised to make sure that operational safety and the customer's priorities are paramount to everything we do.

"Our design and quote teams will be working much closer with the operational teams who carry out the work in order to speed up the new connection process and make communication with the customer easier and faster.

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“This will make sure we continue to keep our promises and give our customers what they want and need to the time, cost and quality they expect. We’re hoping our approach will become a model of best practice for the industry in meeting customer expectations safely.

“The improvements from the alliance will also help us meet the demands of a growing micro-generation market and the introduction of smart grids.”

Charles Morrison, Chief Executive at Morrison Utility Services, commented: “I am delighted that Morrison Utility Services is working as part of such an innovative and progressive new connections alliance. It goes without saying that we are totally focused on and committed to ensuring that the New Connections Alliance delivers long-term, sustainable value to Central Networks’ customers.”

The New Connections Alliance will consist of a 1300-strong workforce and will be based in new dual-branded shared sites across the Central Networks distribution area.

Ends

**Notes to editors:**

- Central Networks, provides a reliable supply to 9.5 million people in central England through 133,000km of underground and overhead cables – enough to go round the Earth more than three times – and via almost 94,000 substations.
- Central Networks covers an area from the Peak District in the north to parts of Bristol in the south, and from the Welsh Borders to the Lincolnshire Coast.
- Morrison Utility Services is a leading service provider within the electricity, gas, telecommunications and water sectors. The business is centred on the provision, replacement, repair and maintenance of utility network infrastructure, for example: electricity substations, water and gas pipes, electric and telecommunication cables and installation of water, electricity and gas meters on behalf of our clients, utility companies in the UK and Ireland.

**For further information contact:**

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