

8th February 2010

FOR IMMEDIATE RELEASE

NEWS RELEASE

**MORRISON UTILITY SERVICES PUTS CUSTOMERS FIRST
WITH MEMBERSHIP OF INSTITUTE OF CUSTOMER SERVICE**

Morrison Utility Services, a leading service provider in the utilities sector, is underlining its commitment to customers by joining the Institute of Customer Service (ICS).

The £500 million turnover company provides support services to utility company clients in the UK and Ireland. This work includes major capital programmes to repair and maintain assets, mechanical and electrical maintenance, civil and electrical design and build and installation of new utility connections and utility meters.

Customer service has been pushed to the top of the agenda for utility companies with Ofgem and Ofwat both recently using their final determinations to stipulate the terms under which companies must ensure they deliver a good service to their customers.

Tim Sargent, Business Development Director, Morrison Utility Services, says: "By the nature of our business, our people are often in the frontline for example repairing or replacing mains in the road or installing meters or connections in the home. As a result they are often the first point of contact for customers. Our membership of the ICS will enable us to look at the ways in which we communicate information about our work and to take on board the knowledge and expertise now available to us. Customer service is top of the agenda within the industry as a result of work undertaken by our clients and the regulators and we are fully committed to supporting our clients to help them deliver the best possible service to their customers."

- ENDS -

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Notes to Editors

Morrison Utility Services is a leading service provider within the electricity, gas, telecommunications and water sectors. Our 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.

Photography

Please find photography attached.