

## Sprinkler & Metering Project

**Southern Water**

**Southern England**

**Term: 11 years (until 2008)**

**Value: £6m per annum**



Morrison provides a comprehensive one-stop package to Southern Water for domestic metering services. Key areas of importance are: -

- Direct Customer Interface
- Sprinkler metering
- Household metering
- Business metering
- Bulk metering
- Call Centre Operation
- Design and production of Metering literature
- Survey
- Meter installation
- Delivery of comprehensive management IT system
- Electronic interface with Client systems
- Internal and external metering
- Meter reading

Morrison has developed a bespoke IT management system to manage the whole process, which can be simplified into 4 key parts:

- Customer Application Management
- Site surveys and first time fit if possible
- Installation of the meter and associated reinstatement activities
- Provision of information for billing system

The whole process is managed against 10 KPIs that assess our performance to ensure that Southern Water's high levels of service are continuously maintained through the 15,000 customer appointments attended annually. In the Customer Call Centre, over 25,000 calls are answered each year.

Morrison has developed robust and effective processes / systems that ensure a high level of performance. Key learning points developed from these two contracts are:

- Importance of customer service
- Efficiency
- Route planning
- Programme management
- Flexibility
- Importance of innovation
- Gains from amalgamating metering services
- Gains from integrating implementation teams
- Training and accrediting of operatives to install meters at survey