

## Customer Side Leakage

Thames Water

South London & the Provinces

Term: 5 years (until 2009)

Value: £3m per annum



Morrison undertakes repairs and re-lays of customer service pipes in line with the Thames Water policy offer. This work is spread across South London between the River Thames and the M25.

Typically this equates to 1,500 jobs per annum. In addition we undertake approximately 3,000 special projects related to leakage on housing estates and commercial works which enable Thames to understand where leakage exists and to target repairs accordingly.

Managing the contract in South London, Morrison deploys a blend of both direct and subcontract labour to ensure widely fluctuating workloads can be managed at all times.

Morrison has supported Thames Water through significant peaks of Customer Side Leakage Activity with as many as 25-30 teams being employed at peak periods.

The customer interface is the critical aspect of the workstream. Morrison teams are representing Thames Water in everything they do and the focus of the contract is on customer service and quality output.

Key contract attributes:

- Customer management
- Site surveys
- Work planning and scheduling

- Simple contract rate mechanisms
- Customer focused KPI's.