

Water: Thames Water Free Meters Project Integrated Management Partnering

Value: £70m

Contract: Free Meters

Term: 4 years (until 2000)

Location: Various



Description:

The contract included for all free metering works through out the Thames Water Supply Area.

The integrated project management team, based at Thames Water Customer Service Centre, Swindon, included Directors of Morrison seconded to the team.

Morrison was involved from project inception through early discussion with Thames Water. As a result, staff were seconded from June 1996 to establish an integrated project management team, procedures and implementation strategy.

Competitive award of the project management function for the construction phase was secured. Staffing increases to meet the project implementation resulted in a total of over 100 Morrison staff being employed on the project at its peak.

All works are undertaken with the aim of minimising the overall unit cost of the work process, delivering excellent quality and customer service.

The contract comprised the delivery of domestic meter surveys (in excess of 500,000), Customer Supply Pipe Leakage, Leakage Detection, Commercial Metering and over 1000 large Commercial Meter right size / exchanges.

In addition, a programme of 20,000-meter reads was also required during the project period.

Key areas of activity included:

- Developing a strategy for customer selection, identification and targeting to deliver an adequate work base.
- Project planning to maximise efficiency.
- Customer site survey planning.
- Meter fitting strategy.
- Procurement & management of installation contractors.
- Meter reading, metered account establishment and first billing.
- Computerised project admin system.
- Customer Care & Satisfaction Survey.
- Quality – Right First Time Approach.
- Training.

Methodology for Leakage Detection Services:

- Establish nightline and assess leakage.
- Review strategy to maximise savings from water losses.
- Provision of minor leakage fix teams.
- Provision of excavation leakage teams.
- Installation & monitoring of leak detection loggers.