

Thames Water Customer Side Leakage

Value; £3m per annum

Contract; Customer Side Leakage

Term; 5 years (until 2009)

Location; South London & Provinces

Description:

Morrison undertakes repairs and relays of customer service pipes in line with the Thames' policy offer. This work is spread across South London between the Thames and the M25.

Typically this equates to 1500 jobs per annum. In addition we undertake approximately 3000 special projects related to leakage on housing estates and commercial works which enable Thames to understand where leakage exists and target repairs accordingly.

Managed out of Brixton and Darenth, Morrison deploys a blend of both direct and subcontract labour to ensure widely fluctuating workloads can be met 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 this work stream. Morrison Teams are representing Thames Water in everything they do and the focus of the contract is on customer service and quality outputs.

Key Contract Attributes

- Customer Management
- Site Surveys
- Work Planning and Scheduling
- Simple Contract rate mechanisms
- Customer focused KPI's