

Smart Metering Delivery

Contract No: C-04093

PQQ October 2023

I3. Contracts Experience

Provide at least 3 examples of contracts where you have delivered and/or are delivering a similar scope of works in nature and volume.

Please only provide answers for the contracts that you want to be considered to tender for.

H3a Smart Metering Programme

- Type of agreement/ contract (NEC4/other)
- Length of agreement
- Scope of agreement
- Annual value of the agreement
- Your roles and responsibilities
- The benefits you have brought to your client
- Innovation you have brought to the client

Our 2 page response is overleaf.



Morrison Water Services (MWS) is a dedicated water sector services provider, with a turnover of £500m per annum and numerous active long-term frameworks across the water industry, including undertaking metering services for Thames Water, Yorkshire Water, United Utilities and Welsh Water. As part of M Group Services, we bring telecom network expertise through sister companies, Waldon Telecom, Magdalene, Avonline and Morrison Telecom Services, who actively support national companies such as British Telecom.

We have selected the following meter installation contracts to indicate our experience of delivering programmes similar to that required for Affinity Water's Smart Metering Delivery contract.

Thames Water Smart Metering Contract					
Client: Thames Water		From: 2010		To: 2025	
Status: Active		Location: London		Value: £30m per annum	
Scope of delivery: Optant Metering Programme: customer requested installations; Replacement Programme: rolling replacements and upgrades of existing meters at the end of their serviceable lifespan and Progressive Metering Programme: a compulsory metering programme to help reduce water stress.					
Form of contract: Bespoke (highly modified IChemE Burgundy Book)					
Delivered on budget	✓	Delivered to programme	✓	Full compliance with specification	✓

Project objectives

To provide a fully Thames Water branded service for delivering the three smart metering programmes.

Roles and responsibilities

Working collaboratively with Thames Water to support decisions, understand asset and network failures and create business cases for Thames Water to resolve with partners Arqiva and Sensus. Our latest figures show we have completed 1,122,116 smart meter installations and associated activities, including 54,072 non-household meters, 5,948 bulk meters, 19,293 meter investigations and 40,000 acoustic logger deployments since contract start.

Benefits

We are providing an end-to-end service via a fully integrated, agile work management system, developed collaboratively with Thames Water. This advanced industry-leading metering system allows customers to book appointments on-line, schedule automation, work allocation to operations and the collation of accurate meter installation feedback (including photographs) via mobile and bar-coding devices.

Innovation

We are using our 2019 Water Industry award-winning micro-vacuum excavator to provide safe, non-invasive excavation around buried assets. The excavator also has the capacity to hold the spoil generated – maximising tidiness and productivity and minimising disruption.

We are also using Bliker to capture asset data, serial numbers and meter readings photographically – improving accuracy, efficiency and reducing the need for revisits; in conjunction with our bespoke work management system MWorkS, which utilises the latest Salesforce Field Service Lightning product. We recently added an innovative app called 'Where's My Tech?', which allows customers to use an Uber-style mapping interface to view the location of our technician travelling to their appointment.

United Utilities Enhanced Metering Contract				
Client: United Utilities		From: 2021		To: 2025
Status: Active		Location: North West England		Value: £6m per annum
Scope of delivery: Customer service, planning and scheduling, surveys, installation, field reporting. Also, providing water efficiency advise at the point of meter install; and looking to combine pressure logger installations into the same delivery.				
Form of contract: Bespoke contract				
Delivered on budget	✓	Delivered to programme	✓	Full compliance with specification
				✓

Project objectives

To install meters street-by-street to customers' properties and liaise, plan, and install. Achieving 90% coverage within a given DMA, approximately 20,000 installs per year.

Roles and responsibilities

Responsible for surveying and selecting properties that fit within the contracted model. Duties involve liaising with the Highway Authorities to discuss programme work works and assess quality of work undertaken. Once the work is planned, customer is notified via letter and a Streetworks permit requested.

Benefits

Using our bespoke MWorkS System as an end-to-end workforce management solution allows us to manage task activities efficiently and systemically; and give everyone fully access and visibility of the works progress – this can only be done with a reporting system that uses real time information and that is linked to other systems.

The project, which has seen completion of over 32,000 installations with only 254 defects (0.8% defect rate), has recently been awarded Project of the Year 2023 by Street Works UK in recognition of our excellent streetworks approach, collaboration with local authorities and use of innovation to help drive continuous improvement.

Innovation

We are using Hotbox technology to ensure reinstatements undertaken in the public highway are completed first time. This technology helps provide an efficient, productive, collaborative space that allows everyone to do their best work.

Our WorkMobile solution, an award-winning mobile data capture app that enables our staff working remotely to digitally record all essential business data, combined with a bar-coding system, ensures we collect accurate meter installation details linked to the correct property address. Our system enables storage of photographic evidence showing the date taken, GIS marked linked to the respective property address to enhance quality and traceability.

Our teams are using the FYLD risk assessment app, which among other benefits, enables supervisors to assess site risks remotely via video capture and instruct mitigations in real time – saving time and cost of additional site visits. The AI solution also allows pre-work damage to be captured and helps reduce FPNs by reducing work overrun.

Yorkshire Water Metering Services Contract

Client: Yorkshire Water	From: 2005	To: 2028
Status: Active	Location: Urban and Rural Yorkshire	Value: £2m per annum

Scope of delivery: Appointment booking, installation, maintenance, and commissioning of in excess of 2,000 smart meters annually; and a range of project initiatives across both the domestic and retail markets including the J899 Smart Metering Project and Hatfield Metering Project to provide a “Smart Network” approach to managing losses and consumption. The J899 Project consisted of smart meter installations, involving CDM management, highway liaison and planning/scheduling, and provision of the Itron water meters. The Hatfield Metering Project was delivered to retail customers in 11 separate areas, consisting of over 600 smart meter installations, 500 of which were external.

Form of contract: NEC 4 TSC

Delivered on budget	✓	Delivered to programme	✓	Full compliance with specification	✓
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Project objectives

To provide installation, maintenance, and commissioning services covering 3,100 smart meters per annum.

Roles and responsibilities

Planning lead responsible for arranging permits and notices, while liaising with the Highway Authorities for approval. High quality customer service delivered as customers wary of having a smart meter were educated by the team on-site, giving them the knowledge and understanding to proceed with a smart meter installation.

Project Manager liaising with Yorkshire Water with weekly meeting and easily accessible information on shared systems. Allowing the client to see real time information of the smart meter activities.

Current programme of works consists of between 10,000 and 15,000 DMOs installations per year. These will be replaced with a smart meter at the end of their service.

Benefits

Since the Smart meters have been installed, Yorkshire Water can see exactly where leaks are and report them quickly.

Innovation

We are using an innovative battery powered crimp fitting tool, instead of traditional solder and compression techniques, which are time consuming, unreliable and required hot works permits. This sustainable alternative creates water-tight plumbing connections and reduces the risk of leaks in customers properties. Use of the tool costs up to 30 per cent less than traditional compression fittings and is almost 50 per cent quicker.

Hotbox technology is helping to ensure reinstatements undertaken in the public highway are completed first time by providing an efficient, productive, collaborative space for our teams to work in.