

C4c – Operating Procedures

How the applicant demonstrated their ability to refine operating processes and procedures that:

- **reduced cost to the Company (and end Customer)**
- **increased their ability to deliver the project efficiently**

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Excellent scores shall be awarded where:

- The applicant demonstrated an innovative use of technology to drive value and efficiency.
- The applicant can demonstrate the benefits that were delivered to the end customer through the refinement of processes and procedures during the project
- The applicant demonstrated a collaborative working relationship during the project. Balancing a right first time approach to productivity with the performance management of the operational teams.

At Morrison Water Services (MWS), we have an extensive track record of developing, trialling and implementing technology and innovative solutions across our operations, improving regulatory outcomes, SHEQW performance, data accuracy, network resilience, customer experience and reducing the impact of our works.

The success of our commitment to innovation is demonstrated by a number of innovative solutions we have deployed to refine operating processes and reduce cost whilst delivering our contracts for major clients such as Thames Water, Yorkshire Water and Welsh Water. Examples of innovations and initiatives where we have collaborated with clients to add value include the following:

- Internet and telephone-based booking system to allow customers to self-book appointments, which combined with our 'Where's my Tech?' app improves customer attendance levels and reduces aborted appointments.
- Generative AI Technology Bliker – improves meter verification to allow a high level of data accuracy and audit traceability, reducing return visits and potential billing issues – *getting it right first time*.
- Focus on reducing 'unmeterables' – at Thames Water, our 'unmeterable' rate came down from 40% to 20% through a number of initiatives such as utilising internal boxes, which allow greater access by allowing meters to be positioned away from difficult areas.
- System efficiencies – improving the engineer forms/surveys so they are more user friendly/flow better, reducing hand-offs and allowing automated data input/checking; which in turn reduces the number of staff required for data validation process.
- Efficient planning – ensuring logistics are properly planned and relationships established with local councils at an early stage to allow the creation of a production line of uninterrupted works – in turn keeping costs to a minimum.
- Collaborating with Thames Water to develop and implement a fully integrated, agile work management system – this advanced industry-leading metering system provides schedule automation, work allocation to operations and the collation of accurate meter installation feedback (including photographs) via mobile and bar-coding devices.
- Development of an integrated IT solution for the Thames Water smart metering contract, the first of its kind to offer end-to-end automation throughout a job lifecycle.
- Hotbox technology – using this system on our UU Enhanced Metering contract is ensuring reinstatements undertaken in the public highway are completed *right first time*; by ensuring an efficient, productive, collaborative space is provided that allows everyone to do their best work.
- Implementing Safe Dig AI – this system uses Robotic Process Automation and AI to compile packs of utility plans quickly and accurately (in as little as 30 minutes) – improving efficiency and safety on site. The solution then provides planners and field teams with the necessary packs via a user-friendly, intuitive, and feature-rich app.
- Use of vacuum excavation (vac-ex) – excavation method that loosens the ground using airflow and vacuum suction, enabling teams to excavate safely around buried HV cables, without risk of service strikes, injury to operatives and associated delays and costs.
- Crimp technology – sustainable alternative to compression joints creates water-tight plumbing connections and reduces the risk of leaks in customers properties. No leaks have been reported on our Thames Water contract since implementation of this technology. Crimp joints are approx. 50% cheaper than compression joints and use of the tool costs up to 30 per cent less than traditional compression fittings and is almost 50 per cent quicker.
- Introduction of Samsara technology – improves driver behaviours and reduces accidents.
- Expanding our electric and low-carbon fleet of vehicles – reduction of fuel and congestion charge costs, ULEZ charges and carbon footprint.