

To provide clear direction on the conduct expected in support of our customer(s) whilst acting on behalf of United Utilities. It applies to all contractor's and others acting on behalf of United Utilities.

United Utilities strives for excellence and professionalism in providing customer service, both inside and outside the organisation and to ensure we meet this service, our contractors shall;

- Anticipate the needs of our customers and planning accordingly;
- Greet our customers promptly, cheerfully and respectfully;
- Listen carefully and giving full consideration to the requests and concerns of our customers;
- Communicate honestly, courteously and knowledgeably;
- Recognise when something isn't right and escalate appropriately;
- Provide follow-through for our customers promptly, responsibly, efficiently and keep our promises;
- Serve with pride, commitment, and with high ethical standards;
- Adhere to our data protection policy

Key Messages:

- United Utilities aims are to protect public health and provide an excellent "right first time" service to its Customers. United Utilities views customer service as being fundamental to the successful performance of Policy.

The Contractor and all other Contractors and their subcontractors and suppliers (of all tiers) (whether interfacing directly with Customers or not), must take responsibility for customer service and appreciate the impact of their activities on the Customers and how this could influence regulatory surveying and therefore Ofwat incentives and penalties (Refer to Ofwat website for all customer satisfaction measurements). To maximise Customer satisfaction and experience, both Parties must work together as a team to deliver the levels of service that the Customers expect.

- Overall responsibility for consumer, customer and stakeholder contact remains with United Utilities. However, some interactions will be the responsibility of the Contractor, e.g. but not limited to; Onsite face to face contact.
- "Right first time" means working in such a way that provide consistently excellent Customer service, minimises unwanted Customer contacts and resolves issues at the first opportunity.

As part of this we request that:

- The Contractor approach to customer service must be sympathetic, systematic, and must demonstrate that Customer service is a primary consideration when planning and carrying out any Works. The Contractor should achieve this through a managed process, supported by senior managerial input and information processes to continually assess progress and measure success.
 - The Contractor shall assist the Employer in achieving the aims set out in this paragraph by;
The Striving for a 'think customer' culture;
 - Proactively communicating with Customers and Stakeholders;
 - Recognise and reflect the needs of Priority Services customers;
 - Removing the need for Customers to contact the Employer unnecessary;
 - Keeping Customers and Stakeholders informed;
 - Taking ownership of customer queries and issues in relation to this agreement;
 - Satisfactorily resolve customer queries in a timely manner in agreement with the Employer;
 - All Contractor customer facing employees, must complete Employer approved Customer Service training.

- The Contractor should have a Customer Service Manager that the Employer can escalate cases to, to achieve query/complaint resolution.
- Any customer contacts made on site, face to face, that can be resolved immediately should be done so by Contractor teams. This contact must be logged accurately in the relevant UU management systems.
- Any customer contact that cannot be resolved immediately, should be referred to United Utilities for a case to be logged, case manager appointed and managed by the Client/Account holder.
- Any customer contact/complaint received by the Contractor to your office, e.g. but not limited to; Letter, email, phone call, social media, should be referred to United Utilities for a case to be logged and managed by the Client/Account holder.
- Upon receipt by the Contractor of any request, instruction, information, enquiry or complaint from United Utilities concerning customer service / customer care issues, the Contractor shall be responsible for communicating with and instructing his employees and Subcontractors in respect of any issues raised, and for reporting back to United Utilities.
- The Contractor shall proactively take all reasonably necessary steps to minimise inconvenience to Customers and take account of any stakeholder requirements and constraints, including (but not limited to) United Utilities operational requirements, planning consents, and highway authority restrictions.
- United Utilities may request that the Contractor responds to and/or rectifies certain customer care matters outside Normal Working Hours ("out of hour's matters") and the Contractor shall promptly comply with any such requests. Examples of such matters include (but are not limited to):
 - Making any Site safe;
 - Providing vehicle access;
 - Avoiding or mitigating environmental or flooding incidents;
 - Reducing noise pollution;
 - Providing plumbers to restore supplies following contractor work.
- The Contractor shall participate in the Employer's customer service and customer care improvement initiatives and activities, and shall commit to a continuous improvement approach in relation to customer service. This approach should seek to make use of appropriate ideas and information, including but not limited to:
 - Feedback from the Employer;
 - Feedback from customers;
 - Feedback from regulators (e.g. but not limited to; Ofwat surveys, CCW & DWI);
 - Customer journey mapping;
 - Best practice initiatives and procedures from within the Contractor's own organisation;
 - Best practice initiatives and procedures from within and outside the industry.

Supporting Information:

- Ofwat website for regulatory service measures;
- Our Standards of Service;
- Complaints Procedure.
- Data Protection