

Consideration of the customer during design and construction Policy

To provide clear direction on what is expected of our contractors during feasibility, design and construction phases of our projects.

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.

- Minimise the impact on our customers of our construction projects during both the design and construction phase.
- Mitigate the impacts on our customers both during and post construction
- Communicate effectively throughout the project
- Listen carefully and giving full consideration to the requests and concerns of our customers
- Communicate honestly, courteously and knowledgeably
- Respond to our customers promptly, responsibly and efficiently
- Serve with pride, commitment, and with high ethical standards

Key Messages:

- The Contractor shall consider the customer during the feasibility, design and construction of the project by identifying the key risks impacting customers and putting in place mitigation measures to reduce this impact.
- The Contractor shall refer to the Roles & Responsibilities Matrix, version xx, which divides the stakeholder and third-party management responsibilities between the *Employer* and the *Contractor*.
- The Contractor is required to participate in stakeholder meetings with the Employer before the initiation of the Work and as soon as practicable during the feasibility and design phase to formulate the stakeholder and communications plan.
- The TPIC, CIA and SMP shall be updated on a regular basis as agreed with the Third-Party Coordinator at regular intervals and gateway signoffs. (Third Party Identification checklist/ Customer impact assessment and stakeholder management plan)
- The Contractor shall ensure that the impact of any temporary and permanent works on customers and stakeholders is minimised; this includes businesses, recreational groups and consideration of impacts on the wider community.
- The contractor and UU shall accurately identify priority and vulnerable customers who may be affected by the works and collaborate with the project team and Third-Party Co-Ordinator to implement suitable mitigation measures.
- All above ground structures need to be in keeping with existing environment in dark green or other appropriate colour in agreement with the project manager and Third-Party Co-Ordinator (applies to structures requiring planning and those under permitted development).

The Contractor is required to show that they have taken into account the effects on customers and Third Parties during the design process and to develop a solution that corresponds with the identified level of customer risk.

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As part of this we request that:

- The Contractor shall demonstrate by design how the impact of construction and/or work activities pose minimal disruption to customers and 3rd parties so far as is practicable. Where this cannot be avoided the Contractor shall describe what measures will be put in place to mitigate this impact. This should include but is not limited to identifying receptors in relation to noise, vibration, odour and visual impact both during and post construction. This needs to be considered not just for properties close to the works but also those who may be impacted by a change associated with the works, for example the removal of trees/vegetation.
- Regions identified as having a significant risk of flooding due to surface water and groundwater within close proximity to a customer's property should undergo a thorough evaluation before any construction activities commence, early within feasibility and design phase. This assessment is crucial to determine whether the proposed installation will alleviate or worsen the flooding concerns. Necessary measures must be implemented to prevent any adverse effects.
- Other considerations include closed board fencing being used when in close proximity to residential properties and schools unless agreed otherwise with the Project Manager and Third-Party Co-ordinator. Also minimising concrete surrounds in public areas such as parks by using alternatives such as grass crete to minimize the visual impact.
- Construction impacts on customers include but are not limited to; noise, vibration, privacy, dust and visual, In matters related to noise, vibration, dust, fumes and privacy the *Contractor* shall ensure they comply with United Utilities Standard Specification S08, Environmental Management, specifically section 10 entitled 'Considerate Construction'.
- The contractor shall ensure that all pre-site survey considerations regarding noise, vibration, dust, fumes, and privacy receive approval from the designated Third-Party Co-Ordinator. Additionally, where appropriate and justifiable, extensions to the affected zone surrounding the works should be implemented.
- The Contractor shall conduct assessments of the expected noise and vibrations documenting the plant they intend to use, together with the methodology, and ensure that this falls within acceptable parameters.
- Noise and vibration impacts shall be monitored to ensure that the actual readings are in line with acceptable limits including baseline readings, prior to works starting,
- Suitable controls to reduce noise impact should be considered this includes - acoustic barriers, hoarding, super silent generators, solar battery-operated generators.
- Fumes and noise from plant and generators need to be assessed regularly.
- The Contractor shall ensure that any dust resulting from the work is minimised and rubbish remains in skips (covered where needed) to ensure that litter stays within the site for removal.
- The Contractor shall ensure that the site is left clean and tidy, and equipment switched off at the end of each shift. The Contractor shall also ensure that any lighting is positioned away from residential property and that lighting at any sites within designated dark skies areas are reduced where safe to do so.
- The Contractor shall also assess an impact on a customer's privacy whilst setting site up or delivery to the works, such as sight lines through windows and over fences when working at height.

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- The standard working hours are 8-6pm Monday to Friday and 9-12pm on Saturdays. Any work outside of these hours needs to be agreed with Project Manager and Third-Party Co-Ordinator assigned and shall be adequately communicated to nearby residential properties and businesses. This includes sub-contractors.
- Consideration needs to be given when access to charging points is restricted due to our works and an alternative will need to be implemented. If an electric charging point needs to be moved this needs to be arranged via the supplier and not moved by the Contractor. – Refer to UU's EV charging policy
- The Contractor must ensure that they produce, manage, and maintain a robust Traffic Management Plan (TMP), particularly where there is public interface, together with any associated controls to prevent disruption and risks to health and safety. These measures will be included but **not limited to**:
 - Deliveries - timed to avoid peak times and school rush hours; routes selected to avoid main specified cycle routes; consultation with delivery companies regarding the roll out of cycle safety schemes and fitting of anti-crash systems; determination of high-volume delivery days (and any traffic marshalling);
 - Access and egress point to Site - clear routes with adequate vision for vehicles, provision of vehicle marshals to aid interfaces.
 - Safe routes to allow passage of pedestrians near to the construction zone. This may include covered walkways, diversions etc.
 - Maintenance of surrounding roads and footpaths and cleanliness including the use of wheel washes and road sweepers.
 - No offloading outside the construction zone in public areas.
 - Maintaining access to properties at all times. Where this is not possible consider providing alternative parking and charging points for electric cars – Refer to UU's EV charging policy

Customer contact and interactions

All Contractor customer facing employees, must complete Employer approved Customer Service training/onboarding.

- 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.

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Supporting Information:

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