

Project: Metering Programme

Value: £25,000,000 +

Duration: 7 Years – expected extension

Start Date: April 2015

Productivity: Over 110,000 meter boxes fitted.

Client: MGJV

Role: Sub-Contractor

Completed: On going

Project Description:

Thames Water ongoing programme to replace all old service stop cocks with new meter boxes in London. The project demands high volumes of meter fits on a daily basis to meet program and cost efficiencies.

Challenges:

The project involves major disruptions to the public particularly as parking is a scarce in the project areas.

The client and stakeholders have a high regard to customer focus. Operational activities are high profile, directly impacting the public. The workforce is open to scrutiny by the public, local councils, and other authorities.

Outcome:

The Managers and Teams are continuously consulted with to discuss customer liaison and to ensure consideration is given to the public when working outside of their homes.

The Managers and teams proactively communicate with the public to make them aware of the works and to keep them informed of timescales and possible disruptions as well as discuss with them any concerns or requirements they may have.

This approach has minimised complaints and leads to numerous accolades received from the public.

Challenges:

The project requires major outputs to meet the ambitious programs and commercial demands.

CMS introduced Vacuum Excavators to the project, then, increased the number when proven to improve outputs.

CMS also introduced a bonus scheme as an incentive for its teams to hit and exceed the required meter fit numbers.

Outcome:

The project is meeting its obligations and is producing consistently high outputs satisfying client demands whilst delivering an acceptable profit to the business.



Client "Holes dug 11,715, Electric services avoided 11,715" "this is truly outstanding"

Client Operations Manager "professional, reliable and innovative"

Client Construction Manager "Last week, none of the above was called in to the helpline as a result of Our works. Absolute 0. It's incredible, considering you interrupted approx. 310 x Supply's. In fact, its unheard of. I would like to thank you all for this amazing achievement".

Client Area Manager "I was very impressed with the site. In fact, it was almost perfect. Really good work done by all".

Client Operations Manager "High accolade for CMS "professional, reliable and innovative"

Public "Thank you Utility Workers and the Plumber"

Public "thank the dig team and reinstaters for a clean and an efficient job they did with limited disruption on the road".

Public "They're doing a great job and are really lovely so I'm going to put a Wow in for them"

