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Planning

Services-Framework-Debt Collection

UNITED UTILITIES WATER LIMITED

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-007121

Procurement identifier (OCID): ocds-h6vhtk-060fba

Published 27 January 2026, 1:56pm

Scope

Reference

PRO004741

Description

Service Requirement - Debt Collection (Household only).

The scope is for Debt Collection services for United Utilities Household Customers. Debt Collection Agencies play a part in the strategy of recovering debt in at various stages within the collections processes.

Debt Collection activities at United Utilities include:

- Recovery of live debt on existing customer base.
- Trace and Collect on Leaver Debts.
- Field visits for various campaign activity.

- Campaign Activity for earlier collections.
- Specialist activities e.g. Probate.

Commercial tool

Establishes a framework

Contract dates (estimated)

- 1 December 2026 to 30 November 2029
- 3 years

Main procurement category

Services

CPV classifications

- 79940000 - Collection agency services

Contract locations

- UKD - North West (England)

Submission

Publication date of tender notice (estimated)

28 January 2026

Enquiry deadline

3 February 2026, 2:00pm

Submission type

Tenders

Tender submission deadline

10 February 2026, 2:00pm

Submission address and any special instructions

United Utilities is seeking to gather information from suppliers with a capability to provide the services either in part or in whole. If you have experience in this area, please could you provide at a minimum the following information and submit to Charlotte.whelan@uuplc.co.uk:

- Company Name.
- Contact details, including locations, telephone number, email address, main point of contact and position in the company.
- Completion of the matrix (spreadsheet) to identify what service/s you can offer.
- Details of your company's core/specialist skills
- Case studies from any similar debt collection contracts that your company has completed within a regulated environment in the last 2 years.
- A response to this PPN does not guarantee any invitation to participate in any future procurement process that United Utilities may conduct. Applicants will be required to

participate in a pre-qualification process.

Languages that may be used for submission

English

Award decision date (estimated)

10 November 2026

Procedure

Procedure type

Competitive flexible procedure

Special regime

Utilities

Reduced tendering period

Yes

Negotiated tendering period - utilities contract or not central government - no minimum

Documents

Associated tender documents

[Debt collection matrix.xlsx](#)

The purpose of this PPN is to understand the capability and capacity of the Debt Collection Services market. This information will then be used to help determine United Utilities overall approach and any future strategy in relation to Debt Collection Services.

Interested parties are requested to provide information on how your Company could provide part or all of the services required by completing the matrix attached.

(The scope of this requirement may include but is not limited to the attached matrix:)

Contracting authority

UNITED UTILITIES WATER LIMITED

- Companies House: 02366678
- Public Procurement Organisation Number: PVVB-5589-BWHX

Haweswater House, Lingley Green Avenue

Great Sankey

WA5 3LP

United Kingdom

Email: charlotte.whelan@uuplc.co.uk

Region: UKD61 - Warrington

Organisation type: Private utility