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Planning

## **PRO004762-Services-Framework-Water Efficiency Audits**

United Utilities Water Limited

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2024/S 000-023113

Procurement identifier (OCID): ocds-h6vhtk-04845b

Published 24 July 2024, 5:49pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

United Utilities Water Limited

Lingley Mere Business Park

Warrington

WA5 3LP

#### **Contact**

Charlotte Whelan

#### **Email**

[Charlotte.Whelan@uuplc.co.uk](mailto:Charlotte.Whelan@uuplc.co.uk)

#### **Telephone**

+44 7900805893

#### **Country**

United Kingdom

**Region code**

UKD - North West (England)

**National registration number**

02366678

**Internet address(es)**

Main address

<https://www.unitedutilities.com>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/43984>

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.6) Main activity**

Water

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

PRO004762-Services-Framework-Water Efficiency Audits

#### **II.1.2) Main CPV code**

- 79212000 - Auditing services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The ability to provide in-person visits to domestic and business customers. Identify and fix leaks, opportunity to install water savings devices and recommend other ways for water efficiency including rainwater harvesting. Ability to provide a remote service for this who wish to survey the properties themselves. In addition to the service, outlined above, partner to provide water efficiency products such as tap aerators, shower heads, flow regulators, water Butts. A requirement to understand from the market their expertise in specific service offerings such as household, schools, large industry, hotel and leisure etc. To understand if the service provider has a vulnerable customer strategy. To provide insight to emerging products or service which can help to reduce demand either directly or empowering the customer to do it for themselves.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 39220000 - Kitchen equipment, household and domestic items and catering supplies
- 44410000 - Articles for the bathroom and kitchen
- 71314300 - Energy-efficiency consultancy services
- 79342200 - Promotional services
- 90714200 - Corporate environmental auditing services

### **II.2.3) Place of performance**

NUTS codes

- UKD - North West (England)

Main site or place of performance

North West

### **II.2.4) Description of the procurement**

The service required will take into account but not be limited to the following on the day of the visit:

1. Taking a meter reading
  2. Collecting demographic information on occupancy
  3. Reviewing existing water fixtures and fittings in the home or business
- Advice and guidance to the customer on saving water
4. Fitting of water saving devices where appropriate and recording of all devices fitted for reporting purposes
  5. Checking for and identifying any internal leaks at the property (i.e. taps and toilets)
  6. Repair of any leaks e.g. replacing washers, fixing leaky loos Checking for and identification of any lead pipework in the property
  7. Checking for and identification of any external supply pipe leaks at the property using a leak detection device
  8. Engaging with customers and the relevant Housing Association/Landlord/Council to identify financially vulnerable customers where required
  9. Leaving the appropriate information leaflets with the customers including information on having a water meter fitted where appropriate
  10. Advising the customer of their responsibilities should the problem be that of the home owners responsibility.
- Provision of full project reporting

- Provision of full customer service pre and post water saving visit
- Source and provide own devices including flow regulators
- Provide an online booking platform for customers

11. Provide a water saving website/app to help customers to use less water and/or order suitable products (Business and domestic customers)

12. Logistics of provision of devices should we provide for free via a website e.g. fulfilment and distribution

13. Carry out post satisfaction review with the customer to ensure customer happy with services provided.

14. Attend to Ad-Hoc urgent leaks, with customer engagement pre arrival

15. Outbound calling customers and/or canvassing areas that have received a letter regarding a free water saving visit.

#### **II.2.14) Additional information**

Please provide the following:

- Company Name
- Contact details including location, telephone and e-mail address, main point of contact and position in company
- What services you offer (please complete the spreadsheet).
- Experience or case studies

#### **II.3) Estimated date of publication of contract notice**

1 March 2025

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No