



# Case Study – United Utilities



## Background

United Utilities PLC was created from the merger of North West Water and Norweb in November 1995. Its principal activities are managing and operating the regulated electricity distribution, water and wastewater networks in north west England, a region with a population of around 7 million.

## The Benefits of Using the UVDB

For United Utilities the use of UVDB produces a number of benefits:

- We can create a list of potential vendors efficiently and objectively
- Alignment with other Utility Companies means we have been able to move away from our own bespoke system to everyone's benefit.
- We have been able to rationalize our financial evaluation of vendor's capacity in a way that is transparent and simple to administer.

## Using Verify

The main benefit of using Verify is that it gives us a baseline assessment of technical competence and capability in key areas that are common to all vendors carrying out site works. Environmental, in particular is a key area for us and Verify supports the undertakings made in the United Utilities annual Stakeholder report about business impacts (see p17 of the report via our website) via the supply chain.

## United Utilities recently had some training on how to use the system, was this beneficial?

United Utilities Procurement have certainly benefitted from the training received. Not everyone had been making full or best use of the system and even for old hands, it's good to get a refresh especially with developments like e-Qual and the different levels of Verify assessment.

For further information about UVDB and Verify, please contact:

Email: [uvdb@achilles.com](mailto:uvdb@achilles.com) or [verify@achilles.com](mailto:verify@achilles.com)

Telephone: +44 (0) 1235 861118

Website: <http://www.achilles.com/>

Nick Websdell

*"United Utilities has made extensive use of Achilles UVDB and Verify as part of its AX4/XD4 procurement process, Achilles has allowed us to apply a consistent pre-qualification process across all scopes, ranging from major design and construction frameworks, through to consultancy and component supply. This is particularly important in improving health and safety and environmental performance and Verify gives us a consistent baseline to achieve this."*

The UVDB offers a range of benefits to suppliers and contractors including:

- Pre-qualification information to more than 50 Purchasing organisations
- Presenting your business capabilities to around 2000 buyers
- Savings in time and effort associated with multiple pre-qualification documents
- Online questionnaire with full support and assistance
- Opportunity to contractors as a buyer to use UVDB as a sourcing tool

The Verify Scheme also offers further real benefits to suppliers and contractors including:

- Supply Chain Efficiencies
- Demonstrable compliance to SHEQ
- Credibility in the market place
- Independent assessment and benchmarking - driving continuous improvement in the supply chain

UVDB and Verify Patron and Utility membership gives organisations the unique opportunity to work alongside their customers, contractors, partners and peers to ensure effective growth and development of this industry supplier/contractor assessment scheme.