

The logo for the UtilityWeek Awards 2020, featuring the text "UtilityWeek" in a smaller font above "AWARDS" in a large, bold, sans-serif font, with "2020" below it. The text is white and set against a dark purple background with a geometric pattern of overlapping triangles.

UtilityWeek
AWARDS
2020

8 FEBRUARY 2021

ENTRY GUIDE

**Recognise.
Celebrate.
Reward.**

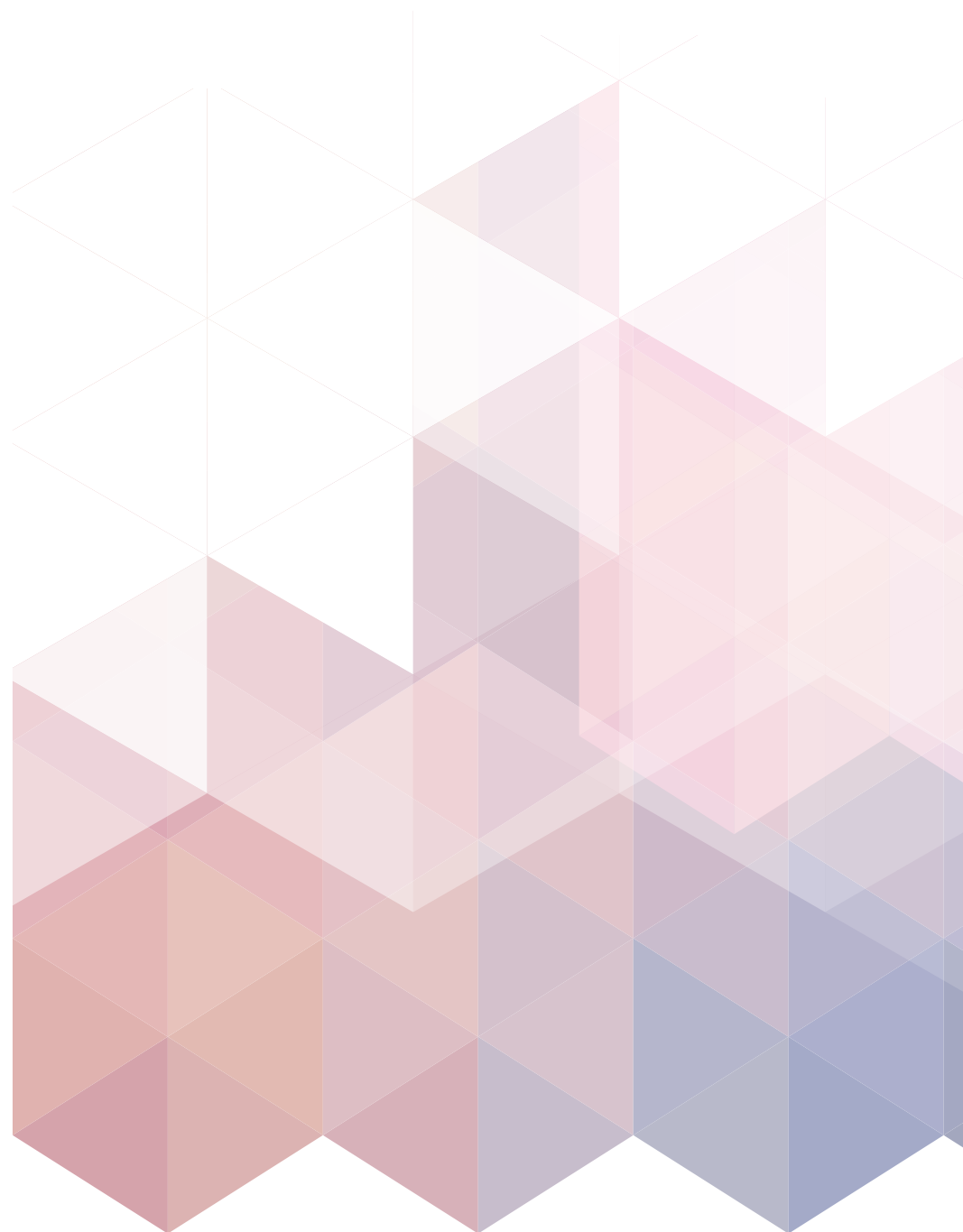
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Welcome

Never has there been such an opportune moment to celebrate excellence in the UK utilities industry. 2020 has tested the sector in ways which could not have been imagined at the start of the year, accelerating innovation, focussing minds on supporting a green recovery and emphasizing the invaluable worth of resilient essential services.

The Utility Week Awards are the unrivalled forum for recognition and celebration of the sector's highest achievements. Year after year, we shine the spotlight on the best examples of operational excellence, strategic vision and demonstrations of responsible business the industry has to offer. And increasingly, as the sector responds to extreme forces for change – exerted by climate change, digitisation, growing populations and, this year, the unexpected impacts of a global pandemic, we also highlight the hard work companies are undertaking to innovate in the interests of their customers, wider stakeholders and society at large.

Each year, we receive hundreds of entries from water companies, energy suppliers, energy networks and their supply chains. Our rigorous judging process, chaired by a panel of expert lead judges, ensures every entry receives detailed consideration and the bar is set high for entries to achieve finalist status.

This entry guide is designed to help you do all you can to craft an entry which will make that grade and, ultimately, have the best possible chance of our coveted awards.

Due to the disruption imposed by the pandemic, our 2020 awards ceremony has been postponed until 8 February 2021. But we look forward to seeing you then, for a long awaited and hard won celebration.

Good luck.

Jane Gray
Content Director
Utility Week





An introduction to the Utility Week Awards 2020

The Utility Week Awards are back for 2020 – and bigger and better than ever. This year, in addition to recognising the strides companies are making in operational excellence, service and innovation, we will also specifically celebrate the outstanding achievements of utilities in keeping the UK connected throughout the coronavirus pandemic and place more emphasis than ever before on the contributions utilities are making to creating a fairer and more sustainable society.

To this end, we have introduced a range of new categories and criteria which relate directly to the work of utilities in sustaining essential services and providing resilience for customers, communities and critical sites during the pandemic, as well as the ways in which utilities are fighting to tackle climate change and develop their businesses to put social purpose foremost.

Utility Week Awards 2020: Categories

NEW Keeping us Connected Awards:

- Team
- Individual

Celebrating the contributions of teams and individuals working within UK utilities to the industry's coronavirus response and the resilience of essential services during a time of national crisis.

see
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NEW NEW Net Zero Award

Recognising the outstanding contributions of the sector towards tackling climate change and meeting the UK's net zero ambition.

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NEW NEW Community Investor Award

Celebrating outstanding leadership and commitment from utilities to investing in the communities they serve.

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NEW NEW Customer Vulnerability Award

Recognising the outstanding leadership and integrity of utilities who have gone above and beyond their statutory duties to prevent or mitigate hardship for customers in vulnerable circumstances.

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NEW Employer of the Year

Celebrating outstanding leadership and commitment from utilities to investing in their employees, protecting their wellbeing, and championing equality, diversity and inclusion.

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Customer Engagement Award

Celebrating best in class performance among utilities in engaging their customers and delivering outstanding customer experience.

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Capital Project of the Year

Celebrating best in class performance among energy and water utilities in delivering capital projects for the benefit of their customers and the environment.

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Utility Partner of the Year

Celebrating the commitment of suppliers and contractors who have built long term partnerships with utilities and the role this plays in delivering outstanding essential services for today and tomorrow.

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Supply Chain Excellence Award

Recognising world class approaches to integrated working between supply chain partners and the role this plays in delivering resilient essential services.

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Digital Transformation Award

Recognising outstanding leadership, ambition and success among utilities in embracing digital opportunities in order to transform their businesses and deliver better outcomes for customers.

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Innovation Award

Celebrating the ambition, creativity and determination of utilities as they seek to catalyse positive step changes in their efficiency, performance, processes and services for the benefit of customers and the environment.

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Disruptor of the Year

Celebrating the boldness of utility service providers who are not afraid to challenge the industry status quo in order to bring new business models to market.

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Utility of the Year

Celebrating utilities whose cultures and performance demonstrate they are all-round industry exemplars, driven to excellence by a deep-rooted commitment to their social purpose.

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Eligibility criteria

All of Utility Week's Awards are open for entry to companies who:

- own and operate energy or water utilities in the UK
- provide energy or water retail services
- provide energy flexibility or aggregation services
- hold a regulated licence for the provision of key data or governance services to the industry

Contractors and suppliers of equipment, technology and other services to the utilities industry can enter any of Utility Week's awards provided they do so **in partnership** with a utility organisation which fits at least one of the above descriptors. Contractors and supplier may also enter the Partner of the Year category and Supply Chain Excellence category independently.

Project and initiatives put forward in entries must have generated quantifiable results to demonstrate their significance and impact in the last past twelve months. Most awards also ask for evidence of sustained performance over a number of years in the relevant business area or discipline.

ENTRIES CLOSE: FRIDAY 2 OCTOBER

▶ ENTERING THE AWARDS

Reward achievement at the networking event of the year by submitting your entries at:

www.utilityweekawards.co.uk

Please note that entries will close on Friday 2 October 2020

This entry guide is designed to help you understand what is needed to craft your entry/ies in way that gives you the best possible chance of success. If you have any further questions or need further information however, please contact:

Nicola Gillman

Operations Manager

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10 steps to enter

- 1** Submit your intention to enter to be kept up to date and receive a one week extension on the entry deadline
- 2** Decide on which category or categories you wish to enter
- 3** Review the questions and criteria (in this booklet and on the website) and prepare your entry
- 4** Your entry should be approximately 1000 words in total. How you spread the word count across the questions is up to you
- 5** Create/login to your account via the Utility Week awards website, adding the relevant categories to your basket
- 6** You are welcome to submit supporting evidence. Please note that it may not be looked at by the judges and all essential information regarding your entry should be made within your entry form. One file can be uploaded only (you can merge files together or create a zip file)
- 7** If your entry is a joint nomination with another organisation please make this clear within the entrant name field
- 8** Once your entry is completed check out your basket and pay by invoice or credit card
- 9** Please note that entries will close on 2 October
- 10** You will receive a confirmation of your entry once successfully submitted. Finalists will be notified in November and winners announced at the awards ceremony on 8 February 2021.



Why you should enter

Stand out from the crowd and showcase your expertise with a Utility Week Award – the ultimate pinnacle for success.

Generate a year-long celebration of your organisation's efforts as we continue to share your winning story throughout the year.

- Positive PR coverage
- Highlight your success stories and innovative projects
- Be seen as award winning and sector leading
- Promote your success through the use of our winners' and finalists' logo
- Give your organisation the recognition it deserves
- Highlight how your work is the best in the sector
- Portray your brand in a positive light
- Demonstrate that your work has produced effective results

The judging process

As the number of entries to the Utility Week Awards continues to grow, we have introduced a new two stage judging process.

All entries will be reviewed by a panel of lead judges – specialists in their fields. They will score entries against the criteria set out in this booklet and on the website.

The top entries will be put forward for further discussion and debate with members of the wider judging panel. Each award category will have its best entries reviewed by a specialist group of panel judges in a session chaired by the lead judge. This discussion session will lead to the creation of an award shortlist and the selection of a winner.

We collect feedback from our judges on all shortlisted entries and will make this feedback available to finalists on request after the awards ceremony has taken place. Award winners will also receive a special profile in our post-awards winners' showcase which will include a summary of their winning entry, comments from business leaders on receiving the award and accolades from the judging panel explaining why the entry stood out.

Meet the lead judges



Jane Gray
content director
Utility Week



Dr Keith MacLean OBE
managing director
Providence Policy



Philip New
chief executive officer
Energy Systems Catapult



Laura Sandys
chief executive
Challenging Ideas



Robert Light
chair
CC Water



Maxine Frerk
director
Grid Edge Policy



Randolph Brazier
head of innovation & development
Energy Networks Association



Dr Elizabeth Blakelock
principle policy manager
Citizens Advice



Stuart Newstead
director
Ellare



Jim Watson
director
UKERC



Sue Ferns
deputy general secretary
Prospect



Steve Johnson
director
Infracapital



AWARD CATEGORY

NEW FOR 2020

Keeping us Connected Awards: Team and Individual

Celebrating the contributions of teams and individuals working within UK utilities to the industry's coronavirus response and the resilience of essential services during a time of national crisis.

During the coronavirus outbreak the utilities sectors have occupied a more vital role than ever, providing the lifeline services that have helped people work, communicate, eat, drink and maintain hygiene standards despite lockdown restrictions.

Staff across the utilities sector worked around the clock to protect the resilience of these services, especially for vulnerable individuals and critical sites. This award builds on Utility Week's Keeping us Connected campaign to celebrate the endeavours of the sector's key workers and the commitment they have shown in the face of troubling and challenging circumstances.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of the measurable benefits created by the team/individual
3. Evidence of the team/individual's ability to be adaptable and overcome challenges
4. Evidence that the team/individual went above and beyond their usual responsibilities

Finalists and winners for our Keeping us Connected Awards will be selected collaboratively by our panel of lead judges.

► VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry

Net Zero Award

Recognising the outstanding contributions of the sector towards tackling climate change and meeting the UK's net zero ambition.

The UK's legally binding commitment to creating a net zero emissions economy by 2050 or sooner, as well as other sector specific and regional commitments to decarbonisation, have reframed the responsibilities of utilities as environmental custodians. This award recognises the efforts of utilities to tackle some of the hardest challenges on the road to net zero through technical, operational and service innovation, while also building cultures of sustainability and care for natural resources within their own organisations.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of the quantifiable contribution of your project/initiative has made to tackling key decarbonisation challenges
3. Evidence that your organisation engaged with stakeholders and helped to improve public understanding of net zero challenges
4. Evidence of a wider organisational commitment to sustainability and care for natural resources

Previous winners*

2019: Yorkshire Water
2018: UK Power Networks
2017: Cadent and CNG Fuels
2016: Severn Trent
2015: Severn Trent Water
2014: United Utilities
2013: Northumbrian Water Ltd

"I'm delighted that there will be a Net Zero Award for the first time this year. The UK is one of the first countries to set a net-zero emissions target. Meeting it will require changes across our economy and society, and leadership from government, business and civil society. This award will recognise activities that could make a significant contribution to meeting that target."

A word of advice from lead judge **Jim Watson**, director, UKERC and professor of energy policy at UCL Institute for Sustainable Resources



**Previous winners from the Environment Award.*

▶ VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry

Community Investor Award

Celebrating outstanding leadership and commitment from utilities to investing in the communities they serve.

The contributions utilities make to developing and safeguarding their customer communities are fundamental to their social purpose and the legitimacy of privately owned essential service providers. This award recognises companies going above and beyond their statutory duties to nurture wellbeing, social mobility and prosperity in the communities they serve – whether those communities be geographic, cultural or needs-based.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of the quantifiable positive impact your project/initiative has made on the community in question
3. The importance of your project/initiative in the context of key industry/societal challenges
4. Evidence of an ongoing organisational commitment to social responsibility and investing in the communities it serves

Previous winners*

2019: South Staffs Water & Echo Managed Services

2018: Haven Power

2017: Northern Gas Networks

2016: npower and Macmillan Cancer Support

2015: National Grid

2014: E.ON

2013: Northumbrian Water Ltd

“Our sector always needs to build, enhance and increase trust with the communities in which we all work. We have an obligation to go above and beyond, delivering social impact, supporting those in need and recognising that our customers wellbeing is inextricably linked with our success. This category is extremely important for us all and I really look forward to judging all the great entries.”

A word of advice from lead judge **Laura Sandys**, director, Challenging Ideas



**Previous winners from the Community Initiative of the Year award.*

▶ **VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry**

Customer Vulnerability Award

Recognising the outstanding leadership and integrity of utilities who have gone above and beyond their statutory duties to prevent or mitigate hardship for customers in vulnerable circumstances.

We know that utilities take their fundamental responsibility to safeguard the interests of vulnerable customers extremely seriously. This award recognises the outstanding leadership and integrity of utilities who have gone above and beyond their statutory duties to prevent or mitigate hardship for customers in vulnerable circumstances, especially in the context of the fallout from coronavirus.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of the quantifiable positive impact your project/initiative has made on the vulnerable customer group in question
3. Evidence of innovation and fresh thinking to tackle vulnerability
4. Evidence of an ongoing organisational commitment to the protection of customers in vulnerable circumstances

Previous winners*

2019: SP Energy Networks
2018: UK Power Networks
2017: Co-op Energy
2016: SP Energy Networks
2015: UK Power Networks
2014: Wales & West Utilities
2013: Ecotricity Group

“Winning will require the clear understanding of the varying ways that customers can be vulnerable to be demonstrated alongside new approaches which mitigate and alleviate the impacts of a consumer’s vulnerability.”

A word of advice from lead judge **Robert Light**, chair, CCWater



**Previous winners from the Customer Care award.*

▶ VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry

Employer of the Year

Celebrating outstanding leadership and commitment from utilities to investing in their employees, protecting their wellbeing, and championing diversity and inclusion.

Responsible and mature businesses understand the importance of investing the welfare and professional development of their employees as well as the value of a flexible and diverse workforce. This award celebrates the outstanding leadership of utilities who are taking their commitment to employees to new heights.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of a sustained culture of excellence in health, safety and wellbeing
3. Evidence of actions and impact in developing employees and improving their work experience
4. Evidence of commitment to promoting equality, diversity and inclusion
5. Evidence of a sustain culture of responsibility and commitment to employees

“Our employer of the year will provide their workforce with the opportunities to make good use of their skills and develop their careers. They will be inclusive, drawing on all of the available talent pool, genuinely listen to their employees and strive to build a culture based on trust and fairness.”

A word of advice from lead judge **Sue Ferns**, deputy general secretary, Prospect



▶ **VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry**

Customer Engagement Award

Celebrating best in class performance among utilities in engaging their customers and delivering outstanding customer experiences.

The ability to engage with customers in order to understand and anticipate their needs is fundamentally important to the success and legitimacy of utility companies. This award celebrates best in class performance among utilities in engaging their customers and delivering outstanding customer experiences.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of measurable improvements against key customer engagement/experience metrics
3. Evidence of innovation
4. Evidence of an ongoing culture of customer-centricity

Previous winners

2019: Yorkshire Water

2018: Apadmi and United Utilities

“I expect the winning entry to demonstrate an in-depth appreciation of issues from a customer perspective alongside real innovation in how that understanding is used to develop a consumer focused outcome.”

A word of advice from lead judge **Robert Light**, chair, CCWater



▶ **VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry**

Capital Project of the Year Award

Celebrating best in class performance among utilities infrastructure owners in delivering capital projects for the benefit of their customers and the environment.

The investments utilities make in assets and infrastructure to support the delivery of reliable, affordable and sustainable essential services underpin our way of life. This award celebrates utilities displaying best in class approaches to their management of capital projects as well as recognising the positive impacts these investments have delivered for customers, other stakeholders and the environment.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of outstanding project management
3. Evidence of stakeholder engagement and customer/environmental benefits
4. Evidence of innovation in overcoming key challenges

Previous winners

- 2019:** Thames Water
- 2018:** United Utilities
- 2017:** Anglian Water Services
- 2016:** United Utilities with Galliford Try, Costain and Atkins
- 2015:** Southern Water
- 2014:** United Utilities, MWH and Land & Marine
- 2013:** Fulcrum

“Obviously capital projects require meticulous planning but then flexibility and innovation to overcome the inevitable challenges that arise. I also expect to see strong stakeholder engagement throughout - keeping the community onside can really pay dividends.”

A word of advice from lead judge **Maxine Frerk**, director, Grid Edge Policy



▶ VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry

Utility Partner of the Year Award

Celebrating the commitment of suppliers and contractors who have built long term partnerships with utilities and the role this plays in delivering outstanding essential services for today and tomorrow.

Contractors and suppliers of services, kit and technologies play a crucial role in enabling the success of utilities businesses and the resilience of our essential services. This award recognises that contribution and celebrates the commitment of partners who have who invested in truly understanding the challenges of their customers in order to build long term relationships which will help protect the reliability, affordability and sustainability of our essential services for today and tomorrow.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of quantifiable benefits generated via your partnership/s
3. Evidence of long-term commitment to the UK utilities industry and understanding of its strategic challenges
4. Evidence of supporting innovation

Previous winners

2019: Clancy group
(for Business and infrastructure services)

YES Energy Solutions
(for Customer solutions)

2018: Energy & Utility Skills

“I’ll be looking for partnerships that go above and beyond the remit of the contract and what would be expected. In today’s world you need to be flexible, agile and take on views from the supply chain, using their experience and delivering benefits across the business.”

A word of advice from lead judge **Steve Johnson**, director, Infracapital



▶ **VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry**

Supply Chain Excellence Award

Recognising world class approaches to integrated working between supply chain partners and the role this plays in delivering resilient essential services.

Creating closely integrated and productive supply chain relationships is critical to the success of utilities who must work tirelessly to maintain and improve the reliability, sustainability and affordability of essential services. This award recognises demonstrations of world class supply chain management in the utilities sector and the role this has played in maintaining resilience, especially throughout the exceptionally challenging circumstances created by coronavirus.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of delivery against project KPIs/objectives
3. Evidence of integrated working between supply chain partners
4. Evidence of agile and collaborative problem solving

Previous winners

- 2019:** Scottish Water
- 2018:** United Utilities and L Marks
- 2017:** Anglian Water
- 2016:** Openreach, Morrison Utility Services & Hire-A-Lite
- 2015:** SGN
- 2014:** UK Power Networks
- 2013:** Northumbrian Water Ltd

“The winning entry will exemplify what outstanding teamwork can achieve, showing alignment and common purpose between supply chain partners as well as providing evidence of outstanding efficiency and forward-thinking applications of technology.”

A word of advice from lead judge **Steve Johnson**, director, Infracapital



▶ **VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry**

Digital Transformation Award

Recognising outstanding leadership, ambition and success among utilities in embracing digital opportunities in order to transform their businesses.

Digital technologies have the potential to transform the utilities sector for the better, enabling smarter use of assets, unlocking new opportunities for efficiency and reimagining customer experiences. In the face of climate change, digital innovation also has an important role to play in enabling strategic sustainability and carbon reduction actions. This award will recognise outstanding leadership, ambition and success among utilities in embracing digital opportunities in order to transform their businesses, making them fit for the future.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of transformational impact
3. Evidence of business/customer/stakeholder benefits
4. Evidence of innovation in the application of digital technology/capabilities

Previous winners

- 2019:** UK Power Networks
- 2018:** Northumbrian Water Group
- 2017:** South West Water and Hitachi Consulting
- 2016:** Thames Water and eight20
- 2015:** Drax Group Plc in partnership with Darktrace
- 2014:** Wales & West Utilities & Enzen
- 2013:** SSE plc

“As judges, we will be looking for evidence that your entry is already delivering benefits to your organisation and your customers that you are using digital technology and data in an innovative way and that you are augmenting, not simply replacing, the skills of your people.”

A word of advice from lead judge **Stuart Newstead**, director, Ellare



▶ **VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry**

Innovation Award

Celebrating the ambition and tenacity of utilities as they seek to catalyse positive step changes in their operations and performance in order to tackle the challenges facing their businesses and generate new benefits for customers and the environment.

To overcome the challenges now facing their businesses, it is essential that utilities find ways to think and act differently than they have done in the past. Macro-challenges like climate change and population growth, as well as changing consumer expectations, demand innovation in business models, processes and technologies on a new and ambitious scale. This award celebrates the creativity and determination of utilities seeking to catalyse positive step changes in their operations and performance in order to tackle the challenges facing their businesses and generate new benefits for customers and the environment.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of ambition
3. Evidence of quantifiable benefits
4. Evidence of an ongoing culture of innovation and success in adopting innovation into BAU operations

Previous winners

2019: Drax

2018: Northumbrian Water Ltd

“Being innovative is not a ‘nice to have’ but a route to survival for companies facing significant change. I will be interested to see how ambitious and future-fit companies are harnessing new technologies, new business practises and new organisational models”

A word of advice from lead judge **Philip New**, CEO, Energy Systems Catapult



▶ VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry

Disruptor of the Year

Celebrating the boldness of utility service providers who are not afraid to challenge the industry status quo in order to bring new business models to market for the benefit of their customers and the environment.

The utilities sector is changing. Businesses of new shapes and sizes are breaking into the market, turning traditional ways of operating on their head and challenging the very notion of what it means to be a utility provider. Meanwhile, incumbent businesses are seeking to reinvent themselves with fresh thinking about organisational structures, the way they apply technology and the services they provide. This award celebrates boldness among utility service providers who are not afraid to challenge the industry status quo in order to bring new benefits to customers, wider stakeholders and the environment – even throughout the extraordinarily challenging times created by the coronavirus pandemic.

Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence of ambition
3. Evidence of impact/success
4. Evidence of innovation

Previous winner*

2019: Octopus Energy

“Disruption changes the rules of the game. Bold, brave, risky ideas – inspired by a vision of change, implemented with tenacity and courage. Ideas that demand attention, challenge incumbents, shake conventional wisdom and unleash growth and renewal.”

A word of advice from lead judge **Philip New**, CEO, Energy Systems Catapult



**This award was first introduced in 2019.*

▶ VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry

Utility of the Year

Celebrating utilities whose cultures and performance demonstrate they are all-round industry exemplars, driven to excellence by a deep-rooted commitment to their social purpose.

The expectations held by customers, policy makers and regulators of UK utilities have changed radically in recent years. Technical excellence in the delivery of services and regard for shareholder returns is no longer enough. Utilities must display a sensitive appreciation of their responsibilities as providers of essential services, a passionate commitment to environmental stewardship and a mature understanding of what it means to be a responsible and ethical business, for today and for the future. This award celebrates utilities whose cultures and performance demonstrate they are all-round industry exemplars, driven to excellence by a deep-rooted commitment to their social purpose.

For 2020, we also ask all entrants to this award to outline the role they played during the coronavirus outbreak and the approach of senior leaders to keeping staff and customers connected during lockdown. Judges will select finalists and the winner based on:

1. The quality and clarity of your entry
2. Evidence that your organisation has a sustained record of excellent performance in core business areas
3. Evidence that your organisation upholds the highest standards in transparency and continuously seeks to improve in this area
4. Evidence that your organisation is committed to innovation
5. Evidence that your organisation understands its unique responsibilities and social purpose as an essential service provider.
6. Evidence that your organisation acted with integrity and compassion during the coronavirus outbreak and that it successfully sustain service levels for customers

AWARD CATEGORY

Finalists and the winner for our Utility of the Year Award will be selected collaboratively by our panel of lead judges.



Previous winners

2019: Octopus Energy
2018: Anglian Water
2017: Northumbrian Water Group
2016: UK Power Networks
2015: UK Power Networks
2014: Western Power Distribution
2013: Northumbrian Water Ltd

▶ VISIT www.utilityweekawards.co.uk/categories-and-criteria/ to view the information that you need to provide for your entry

Get in touch

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