



UtilityWeek AWARDS 2023

5 DECEMBER 2023
GROSVENOR HOUSE
LONDON

ENTRY GUIDE

MAXIMISE YOUR POTENTIAL
FOR CREATING AN AWARD-WINNING ENTRY.

A **UtilityWeek** event

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Powered by utilities' most trusted source of content and judged by some of the biggest names in energy, water, and gas, the **Utility Week Awards** are the most prestigious and celebrated form of recognition in UK utilities.



WHY 2023?

FUELLING PROGRESS IN THE UTILITIES INDUSTRY

Utilities have an increasingly high-profile role in **delivering net zero, protecting the environment** and **supporting customers**. There is an expectation that these providers of lifeline services go beyond their regulatory requirements in all of these areas. With public anger often directed at the sector as the impacts of the cost of living crisis become ever more apparent, there is a need for companies to show efficiency, innovation and ambition but also that they genuinely care about their customers and their communities.

The Utility Week Awards 2023 invites **best-in-class examples of what a public service ethos means in 2023**, from maximising the opportunities of data and digitalisation, to promoting diversity, putting social and environmental goals at the heart of decision-making, developing new ways of supporting customers and decarbonising the UK.

Across the country, individuals and teams at utilities companies are showing **dedication and initiative to keep the country connected and build a better future**. We look forward to recognising these successes.



JAMES WALLIN,
EDITOR, UTILITY WEEK

"IT'S A **SHOP WINDOW** FOR THE WHOLE UTILITIES SECTOR"

PAST FINALIST

WHY ENTER?

BE RECOGNISED BY THE BEST

By submitting an entry, your achievements will be recognised by some of the most reputable names in the industry. Entering is simpler than ever and the judging process is reassuringly scrupulous.

GAIN EXPOSURE & POSITIVE PR

Shortlisted entries receive extensive coverage through Utility Week's influential channels. New for 2023, winners' achievements will be promoted during the awards ceremony and featured in the post-awards write-up reaching hundreds of thousands of utilities professionals.

BOOST REPUTATION

Winning or making the shortlist will enhance your professional profile and provide recognition among top players in the sector. This recognition can help attract new customers, partners, and investors, generating new opportunities for you and your organisation.

JOIN A COMMUNITY OF WINNERS

Be part of an exclusive community of utilities innovators and leaders, granting you access to valuable insights, connections, and collaborative opportunities.

ALL FINALISTS RECEIVE COVERAGE ACROSS UTILITY WEEK'S MOST INFLUENTIAL CHANNELS:

DAILY NEWSLETTER SUBSCRIBERS



12,000

AVERAGE UNIQUE MONTHLY VISITORS



35,000

COMBINED SOCIAL FOLLOWING



30,000



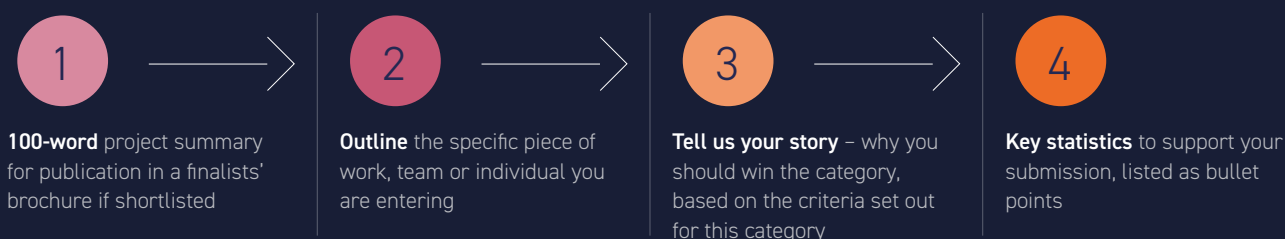
ENTRY PROCESS

Successful entries should take the opportunity to demonstrate ambition, creativity, and measurable impacts achieved over the preceding 12 months. Category-specific criteria should be reviewed for measurement details and entries should highlight broader benefits, including customer impact, environmental protection, and contribution to net-zero acceleration. Entries must avoid focusing on routine business activities and should provide clear evidence of efforts surpassing regulatory incentives or targets.

WHO CAN ENTER:

	UTILITIES	NON-UTILITIES (suppliers, contractors, engineering consultancies, supply chain partners)
ELIGIBLE TO ENTER:	All categories (independently, or in partnership with non-utility)	All categories (if in partnership with a utility)
	INDEPENDENTLY:	Unlocking Data Award Utility Partner of the Year Collaborative Excellence Award Built Environment Partner of the Year (contractors & engineering consultancies only)

ENTER IN 4 SIMPLE STEPS:



HOW YOU'LL BE JUDGED

STAGE 1: Our esteemed judges thoroughly review all entries and evaluate them based on the given criteria.

STAGE 2: Entries that pass the initial stage proceed to a dedicated category group evaluation, where expert judges in the respective field engage in discussions and debates. This collaborative process leads to the final selection of the 2023 shortlist and winners.

MEET THE JUDGING PANEL

KEY DATES:

7 SEPTEMBER

ENTRY DEADLINE

You can start your entry and come back to it at any time before the deadline

START YOUR ENTRY

21 SEPTEMBER

EXTENDED DEADLINE

Need longer? Register your intention to enter to gain an extension until 21 September.

REGISTER YOUR INTENTION TO ENTER

OCTOBER

SHORTLIST ANNOUNCED

5 DECEMBER

AWARDS CEREMONY

Table packages sell out every year, book your table early to secure the best spot.

BOOK YOUR TABLE

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THE CATEGORIES

NEW CATEGORY

BUILT ENVIRONMENT PARTNER OF THE YEAR

Recognising the vital role contractors and engineering consultancies play in planning and delivering the projects that will futureproof the UK's utilities infrastructure and their part in driving forward innovation.

Entries for this category should show evidence of:

- An understanding of the strategic challenges facing the UK utilities sector
- Innovation in delivering solutions
- Measurable impact of the submitted initiative / partnership on the client company's /companies' core business functions
- Wider benefits, ie to society, the environment and/or decarbonisation

ENTER THIS CATEGORY

NEW CATEGORY

CARBON REDUCTION AWARD

Recognising the companies that are leading the way on decarbonisation by reducing emissions across their own business and/or through particular projects. This award celebrates technical, operational and service innovation which can show a tangible impact and a clear and measurable plan for the future.

Entries for this award should show evidence of:

- How this initiative or programme of work has contributed to the net zero goal
- New ways of working and innovative approaches to tackling challenges
- A wider commitment to sustainability and care for natural resources
- How the success of this initiative or programme of work will be built on for the future

ENTER THIS CATEGORY

"THE REALLY GOOD ENTRIES COME ACROSS AS SHOWING THE PASSION THE COMPANY HAS TOWARDS UTILITIES, WHILE BEING BACKED UP WITH HARD EVIDENCE OF HOW THEY'VE DELIVERED THE IMPACT UPON THE COMMUNITIES AND CUSTOMERS THEY SERVE."

UWA lead judge, Mike Foster
CEO - Energy & Utilities Alliance

COLLABORATIVE EXCELLENCE AWARD**Category Hall of Fame****2022:** SSEN**2021:** City of Edinburgh Council, Morrison Energy Services, Turner & Townsend, RSK, Guard**2020:** Anglian Water IMDS Alliance: Anglian Water, Kier and Clancy**2019:** Scottish Water**2018:** United Utilities and L Marks

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

Entries for this category should show evidence of:

- Collaboration between supply chain partners
- Innovative approaches to tackling key industry challenges
- Outperformance against project objectives
- Wider benefits, ie to society, the environment and/or decarbonisation

ENTER THIS CATEGORY

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) INITIATIVE OF THE YEAR (FORMERLY COMMUNITY INVESTOR)**Category Hall of Fame****2022:** Electricity North West**2021:** SSEN Distribution in partnership with Shetland Telecom**2020:** National Grid**2019:** South Staffs Water & Echo Managed Services**2018:** Haven Power

Highlighting the wider impact utilities can have on the communities they operate in as well as their role as stewards of the environment and their wider responsibilities as socially-conscious companies. This award celebrates companies that are going beyond regulatory requirements and can show both ambition and impact over the past 12 months.

Entries for this category should show evidence of:

- The key societal / environmental / industry challenges this initiative was designed to tackle
- Demonstration of innovative new ways of working to achieve these aims
- Impacts of this initiative for a community / the environment
- Plans for expanding on the initiative and maximising the benefits further

ENTER THIS CATEGORY

CUSTOMER EXPERIENCE AWARD

Category Hall of Fame

2022: Morrison Energy Services in partnership with Cadent Gas and Copper Consultancy

2021: United Utilities

2020: Cadent

2019: Yorkshire Water

2018: Apadmi and United Utilities

Celebrating the utilities that have gone above and beyond in providing outstanding customer experience and engagement over the past year. This award is focused on initiatives that go beyond regulatory requirements and can demonstrate evidence of tangible benefits to customers.

Entries for this category should show evidence of:

- Responding to customer needs, including those arising from the cost of living crisis
- Innovative new ways of working / communicating to deliver on these customer needs, going beyond regulatory requirements
- Measurable improvements in customer engagement / experience
- Ambition to go even further – with clear targets for how customer experience will be improved over the next 12 months

ENTER THIS CATEGORY

COST OF LIVING AWARD

Category Hall of Fame

2022: United Utilities plc

Showcasing the ways in which utilities are offering tailored support to customers to reflect the extraordinary pressure on household finances. This category celebrates companies that have gone the extra mile, and exceeded their regulatory requirements to provide targeted support to those that need it most.

Entries for this category should show evidence of:

- Genuine customer engagement to identify the evolving needs of customers impacted by the cost of living crisis
- Innovative new ways of working and new products developed to deliver on these core customer needs
- Resources committed over the past year to support customers impacted by the cost of living crisis
- Measurable impact on customers impacted by the cost of living crisis

ENTER THIS CATEGORY

DIGITAL TRANSFORMATION AWARD

Category Hall of Fame

2022: Yü Energy

2021: Centrica and Cognizant Worldwide

2020: United Utilities

2019: UK Power Networks

2018: Northumbrian Water Group

Recognising the companies that are embracing digital opportunities to transform their businesses and deliver better outcomes for customers.

Entries for this award should show evidence of:

- An innovative approach
- Tangible business benefits of digital transformation
- Wider benefits, ie to customers, society, the environment and/or decarbonisation
- A commitment to embrace digital opportunities running throughout the company and a willingness to go above and beyond regulatory requirements

ENTER THIS CATEGORY

INFRASTRUCTURE DELIVERY AWARD (FORMERLY CAPITAL PROJECT)

Category Hall of Fame

2022: UK Power Networks & Clancy

2021: Thames Water, Clancy and Kier

2020: SSEN Transmission

2019: Thames Water

2018: United Utilities

Celebrating best-in-class performance and innovative approaches to delivering infrastructure projects for the benefit of customers and the environment.

Entries for this award should show evidence of:

- Best-in-class stakeholder engagement
- Innovative approaches to project delivery, including the use of digital tools
- Efficiency and cost-effectiveness, including completing work on time and on budget
- Wider benefits, ie to customers, the environment and/or decarbonisation

ENTER THIS CATEGORY

INNOVATION AWARD

Category Hall of Fame

2022: SES Water

2021: SSEN Transmission

2020: Anglian Water

2019: Yorkshire Water

2018: UK Power Networks

Celebrating the ambition, creativity and determination of utilities as they push the boundaries of collaborative innovation.

Entries for this award should show evidence of:

- A clear understanding of what industry / societal challenges are being tackled
- Genuinely new ways of working or approaching a problem
- A collaborative approach
- Quantifiable wider benefits, ie to customers, the environment and/or decarbonization
- Adopting, or planning to adopt, the innovation in question into business as usual and/or wider adoption

ENTER THIS CATEGORY

NEW CATEGORY

NET ZERO ENGAGEMENT AWARD

Highlighting the important leadership role utilities play in helping to decarbonise the homes of millions and encouraging behaviour change that ultimately results in lower consumption of energy and / or water. This award celebrates companies that have engaged meaningfully with their customers and acted on this to produce initiatives that can demonstrate a measurable impact.

Entries for this award should show evidence of:

- Action on removing barriers to decarbonisation for customers
- Reduced consumption / emissions for customers, or tangible evidence of increasing awareness of decarbonisation (including, where relevant, the link between water use and carbon)
- Contribution to the wider national debate about energy / water efficiency
- A wider commitment to sustainability and care for natural resources

ENTER THIS CATEGORY

NEW CATEGORY

RISING STAR OF THE YEAR

Celebrating the achievements of emerging talent within the utilities sector over the past year. Entrants should be employees of utilities who have been active in the sector for seven years or less.

Entries for this award should show evidence of:

- How this person exceeded expectations over the past year
- How they found creative solutions to key challenges
- How they displayed initiative
- Measurable benefits of their contributions over the past year

ENTER THIS CATEGORY

SKILLS AND DIVERSITY AWARD (FORMERLY EMPLOYER OF THE YEAR)

Category Hall of Fame

2022: SSEN Transmission

2021: UK Power Networks

2020: Anglian Water

Identifying employers that are adopting novel ways of training and developing their staff and making progress on increasing the diversity of their workforce. This award celebrates the companies that are finding new ways to plug the skills gap and can show a measurable plan for increasing diversity in their company.

Entries for this award should show evidence of:

- Fresh and innovative approaches to developing employees
- A clear plan and evidence of progress on tackling inequality
- A clear plan and evidence of progress on furthering the diversity and inclusion of the workplace
- A sustained culture of excellence in health, safety and wellbeing

ENTER THIS CATEGORY

"A JOYOUS END TO AN EXCELLENT IDEA WE ALL HAD"

PAST WINNER

TEAM OF THE YEAR

Category Hall of Fame

2021: Anglian Water, Kier and Clancy

2019: Thames Water, Stantec, Skanska, SMB

2018: UK Power Networks

Recognising an outstanding team which has gone above and beyond the call of duty to deliver benefits for customers, stakeholders and the wider business.

Entries for this award should show evidence of:

- How this team exceeded expectations over the past year
- Measurable benefits this team brought about for the business
- Measurable benefits this team brought about more widely, ie to customers, society, the environment and/or decarbonisation
- How they embraced fresh ways of working and collaborating

ENTER THIS CATEGORY

NEW CATEGORY

UNLOCKING DATA AWARD

Highlighting the companies that are going above and beyond in their use of data to drive efficiencies, speed up innovation, progress net zero and benefit customers. This category is open to both utilities and non-utilities, and will be judged and presented as two separate awards.

Entries for this award should show evidence of:

- Innovative approaches to the use of insight arising from data
- How these drove efficiencies for the business or brought wider benefits to the company
- How they delivered wider benefits, ie to customers, society, the environment and / or decarbonisation
- A wider culture across the business of unlocking the opportunities of data

ENTER THIS CATEGORY

"IT'S A FANTASTIC TESTAMENT TO ALL THE HARD WORK THE TEAM HAS PUT IN TO GET THIS PROJECT DELIVERED"

PAST WINNER

UTILITY PARTNER OF THE YEAR

Category Hall of Fame

2022: Phoenix Natural Gas & Kier

2021: Octopus Energy

2020: Content Guru

2019: Clancy group (for Business and infrastructure services) YES Energy Solutions (for Customer solutions)

2018: Energy & Utility Skills

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

Entries for this category should show evidence of:

- Responding to the strategic challenges facing the UK utilities sector
- Innovation in delivering solutions
- Measurable impact of the submitted initiative or wider partnership for the utilities business
- Wider benefits, ie to society, the environment and/or decarbonisation

ENTER THIS CATEGORY

UTILITY OF THE YEAR

Category Hall of Fame

2022: Octopus Energy

2021: Anglian Water

2020: SGN

2019: Octopus Energy

2018: Anglian Water

Celebrating utilities whose cultures and performance demonstrate they are all-round industry exemplars. This award celebrates the companies that are going above and beyond regulatory requirements, to set and meet ambitious targets on delivering for customers, advancing net zero, promoting diversity and enhancing the reputation of the wider sector.

Entries for this category should show evidence of the following over the past year:

- Outperformance across core business areas, going above and beyond regulatory requirements
- A strong financial performance coupled with a responsible and transparent approach to financial returns
- Measurable contributions to net zero and / or the protection of the environment
- Measurable benefits to customers
- Clear progress on improving diversity and inclusion within the company
- Playing a leading role in enhancing the reputation of the utilities sector
- Innovation and a willingness to adopt new ways of working
- Strong corporate governance and a culture of public service

ENTER THIS CATEGORY

START YOUR ENTRY TODAY

ENTER NOW

NEED LONGER TO PREPARE?

Secure an extension by submitting an Intention to enter form. We'll give you extra support along the way, and notify you when the deadline's near!

REQUEST AN EXTENSION

BOOK YOUR TABLE

Table packages sell out every year, book your table early to secure the best spot.

BOOK NOW

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