

## Your Utilities Advantage



from PDI utilities

### NFB Underlines Utilities Failings!

Dear Colleague

Welcome to another issue of our e-newsletter, *Your Utilities Advantage*!

For those of you who don't already know the National Federation of Builders (NFB) has just published their Utilities Survey 2008.

This report has been compiled for the third year running following record feedback from NFB members i.e. contractors and property developers. The survey results highlight that Utilities' attitudes towards working with construction companies are worse than ever - which is the last thing you need when at this time your sector needs all the help it can



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In my view this report is essential reading for anyone in the construction industry as it quantifies the extent of the frustrating problems being faced by people like you who deal with the statutory utilities organisations.

Below I've summarised some of the facts and figures contained within the report; and if you're like me I doubt you'll be encouraged by what you read!

Regards

Jonathan Buxton

Managing Director



## NFB Survey Highlights Poor Performance Issues Of Statutory Utilities

The facts and figures...

According to the report, delays are experienced to 87.9% of construction projects in England and Wales as a result of inefficient delivery of new gas, water and electricity connections. This is up from 86% in the NFB's previous survey carried out in 2006! ...and therefore suggests the situation is worse than ever!

Apparently electricity companies were the worst performers as 55% of respondents' sites have been affected by problems associated with getting connections completed.

65% of respondents said poor communication is a constant problem, and a further 55% said that they routinely experience delays in obtaining quotations.

In addition to the damning facts and figures above, the website ePolitix.com features a record of an interview recently conducted with Julia Evans the Chief Executive of the NHB following publication of the report.

When asked what are the biggest implications of poor utility services for her members, Julia's response was primarily focused on cost i.e. costs associated with delays both hidden and visible. Julia states that one NFB member has estimated that dealing with the statutory utilities costs £100,000 a year in delays. It's claimed that this sum is made up of the cost of staff in chasing the utilities and micromanaging the process!

Suggestions for improving service...

guide:

"The Seven Biggest Mistakes New-Build Developers Make When Planning And Coordinating Utilities Infrastructure - And How To Avoid Them."

This valuable report will show you where developers go wrong, and will explain what you can do so you don't make the same mistakes. Claim your copy by sending an email to [info@pdiutilities.co.uk](mailto:info@pdiutilities.co.uk) with "Free Report" in the subject line.

*"PDI Utilities has provided an effective alternative for the procurement of utilities, demonstrating a customer focused service from design to installation, which has lead to us being able to meet our connections and handover programme".* Lynton Bradley  
- Cofton Limited

Dealing with the statutory utilities has been estimated to cost a typical contractor £100,000 a year in delays

As part of the survey NFB members were asked to suggest how things could be improved. Most stated that a single point of communication for the duration of a contract would be most effective. This point is reiterated by Julia Evans during her interview with ePolitix.com where she stresses that a single point of contact would eliminate many of the problems.

Despite the call for improvements, surprisingly only 48.9% of respondents to the Utilities Survey 2008 have taken advantage of competition in the market place by using the alternatives available to the statutory utilities i.e. Utilities Infrastructure Specialists.

So, what more can you do?...

The above figure of 48.9% points towards there still being a low awareness in the construction industry with regard to competition and the alternative options available in getting connections completed on site.

It appears that key decision makers in the industry aren't getting the message, or aren't being adequately informed. This in itself is the main purpose behind "Your Utilities Advantage" ...i.e. to make you aware of the alternatives and to advise you on how to avoid the problems, delays and additional costs mentioned above.

Obviously there is always more you can do! For example you can try and persevere (as always!) by spending *more* of your time doing *more* chasing, making *more* telephone calls, and spending *more* money in putting things right! But in reading this message you are now aware that there's a *more positive alternative* to avoid these problems.

Now, if you're really serious about new and improved ways of working then why not take full advantage of our free telephone review of your current utilities management process?

Simply pick up the phone and call me on 07789 933636. I'll explore with you the problems that you're currently having, and I'll explain how you can improve your current process.

Regards

Jonathan Buxton, Managing Director

P.S. Last year The Daily Telegraph website ran a feature titled "Has your business been let down by utility companies?" Again, this is well worth viewing as contains interesting comments from people like you who work within the construction industry. You'll find the link below:

*"Our decision to outsource the design and construction of the utilities infrastructure to PDI Utilities has been particularly beneficial to me. It has given me one point of contact for all activities and above all, to date, PDI have delivered on their promises throughout."*  
Mick Welch - Norfolk Homes

<http://www.telegraph.co.uk/news/yourview/1538290/Has-your-business-been-let-down-by-utility-companies.html>



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