

Client: Northumbrian Water Group
Value: £18 million per year
Location: North East of England
Completion: Ongoing



Water network maintenance

Working in partnership with
Northumbrian Water



Ensuring a resilient water supply for the North East of England

As an industry leader, Northumbrian Water supplies water and sewerage services to 2.7 million customers in the North East of England.

United Living Infrastructure Services (ULIS) has helped maintain the water network across the whole of the Northumbrian Water supply area since 2005 (under its previous name, Fastflow) – ensuring a resilient water supply for the North East of England.

A long-term working relationship delivering best value for residents

In 2023, Northumbrian Water extended and expanded our partnership with them, choosing us to deliver all network maintenance services across their North East network, with a fresh focus on network resilience, customer satisfaction, and low carbon solutions.

The engineering and construction contract, worth £18m a year, will cover the next five-year asset management period (AMP8), 2025-2030.

Our teams will continue to deliver network improvements alongside Northumbrian Water's internal team, including mains replacement, lead replacement and

connections for new housing and industrial developments; and repairs and maintenance, working in partnership with NWG to ensure the resilience of the network into the AMP8 regulatory period.

In addition, ULIS will now undertake backfill and reinstatement following maintenance work and will be one of three suppliers who will undertake repairs resulting from mains failures.

Our dedicated management team will also work closely with Northumbrian Water to implement various technology and process improvements to meet OFWAT's objectives.



Working closely alongside each other

Our management team is co-located with Northumbrian Water teams at our Washington offices, ensuring close working to identify opportunities to improve end-to-end processes, optimise the service and drive performance improvements.

Our innovative delivery approach

We maximise efficiencies for Northumbrian Water using our multi-skilled workforce and optimised planning and scheduling. We complete network improvements and lead replacement ensuring we deliver right first time, every time through rigorous quality management and monitoring, and highly competent teams.

We save time and money by minimising excavations and focusing on trenchless technology, including directional drilling, complemented by highly productive, closely managed teams working to minimise customer impact and supply interruptions.

Ensuring a positive, lasting legacy

A key priority for our business is to leave a lasting legacy. We are committed to 100% local labour for the whole contract. Our procurement strategy is also focused on maximising trade revenue with local businesses and supply chain. Our delivery will continue to focus investment in the North East, with a commitment to spending 90p for every £1 spent on our regional supply chain. We also embrace the County Durham initiative to spend locally and build sustainability and resilience into the local supply chain.

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Northumbrian Water has worked collaboratively with United Living for almost 20 years. We look forward to maintaining this working relationship, focusing on our combined safety culture, quality customer care, and environmental and social values.

Northumbrian Water Partnership



Together we achieve more



For further information on how
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