

United Utilities - Highway Coordination and Communication

United Utilities (UU) has been praised at recent highway coordination meetings for its excellent work with local authorities in the delivery of capital projects.

Lancashire County Council gave a positive summary of UU at its final coordination meeting of 2011. The year had seen an unprecedented amount of potentially high impact utilities work in and around Preston.

Gary Greenwood, Lancashire South Streetworks Coordinator, said the work had gone far smoother than he had hoped. He cited the reason for this was the exemplary level of communication between the council and the UU Preston Project Team.



Extensive traffic management at the junction of Strand Road & Fishergate Hill, Preston.

Also, Oldham Council commended UU for its efforts ahead of the start of work on site at a reservoir in the borough.

The Preston scheme, in particular, has been highlighted as an excellent example of coordination and communication. UU has used innovative signs and banners to inform people about the work and what improvements it will bring.

Lancashire County Council's communication account director Ginette Unsworth said: "We think the banners are great and really customer focused. Feedback from county council colleagues has been positive and the signage really makes a statement about how United Utilities is investing in the North West.

"Across the region you are being held up as a beacon of how organisations should communicate to customers."



A banner in Preston explains why United Utilities is carrying out the work in Preston.