



...in this special 8 page issue:

All you need to know about UNISON's 2011 AGM's...
The Third Eye... Full details of the March 26th march... *The Greeno: Philip The Menace bows out...* Steve Mogford: a profile of UU's new CEO... *UU Network Reorganisation: Are they listening this time?*... Daft stuff on the Back Page...



EDITORS: GREENWOOD & WILKINSON

THE LONG GOODBYE

The future "exciting", says outgoing CEO. For some, perhaps?

With exquisite timing, U3's Xmas issue went to press on the very day that United Utilities announced the departure of its Chief Executive, Philip Green. Since news broke in May last year that Mr Green was 'planning' to leave the company, it was widely anticipated by many that he would depart in spring this year, thus triggering the substantial share package that was conditional on his serving a full five years with the company - a protracted and predictable farewell.

So, where now for United Utilities? According to Mr Green in his outgoing message, the company is "in a great place for the next five years" and it is his belief that UU and its people have an "exciting" future ahead. Whether this excitement is widespread is quite another matter.

A recent survey on UU's *One* site asked, 'As we head into 2011, how are you feeling about the future for our business?'. With almost 60% of those polled claiming to be 'A bit worried' and the remainder broadly divided between 'optimistic', 'fairly positive' and 'average' - it would appear Mr Green's excitement isn't contagious. Perhaps this says much about his tenure and where it has brought us at this point in time.

U3 has written at great length in past months about the dangers facing UU as a pure water company following Mr Green's programme of selling-off UU's non-regulated businesses.

Fear of a private equity takeover is clearly uppermost in people's minds, and the current plight of Thames Water staff serves as a stark illustration of

what happens when overseas predators swallow up a company and strip it piece by piece in the pursuit of profit.

Responding to recent criticism of his strategy on the *One* forum, Mr Green attempted to reassure doubters about the consequences of private equity takeover by citing Thames as an example: "Where there have been changes, as per Thames, these have involved being bought by infrastructure funds which still require an operational team to run the business."

But run by whom? Following a period of relentless job cuts and a concerted attack on employee's Terms and Conditions, Thames is now thought to be planning the contracting-out of its operations division.

As the sun sets on Philip Green's turbulent reign we see a company still some distance from the 'world class' operation he envisioned. However, UU shareholders have enjoyed greater returns on their dividends than any other water company during the last five years, and its directors have become the best rewarded in the sector, with Mr Green himself becoming the UK's third

highest paid CEO

This has been achieved against a background of brutal job cuts - who at Lingley Mere will forget the events of spring 2009? - and efficiency savings on buffets, brews and similar costs.

Interestingly, Mr Green's directors have openly admitted that a lack of investment has been at the root of UU's fall from top water company to mid-table in Health & Safety. They are also now acknowledging the dire failure of WFM, the Clean Water scheduling system - that UU is alleged to have paid around £47m for.

So, as Philip Green prepares to pass the baton to his successor, Steve Mogford, and speaks of his excitement about his own future (business, family, but no further CEO roles) it is left to the many who were here before, and who hope to be here in an uncertain future, to help deliver his world class aspirations.

And what is CEO designate Steve Mogford's view of UU's future? Are we totally reassured by his belief that it is "exciting"?

Here we go again...

ELECTRICITY NORTH WEST BALLOT LATEST

Electricity North West staff have taken part in a pay and restructure ballot and our UNISON Officers have reported the following results to U3: GMB declined the 2.75% offer as not enough but had no problem with the re-structure; UNISON accepted the offer mostly due to 2.75% but struggled with the restructure. Unite in principle agreed to both and Prospect rejected the 2.75% and the restructure.

The unions informed the Company that although each union maintains its own sovereignty we still stand as a collective Joint Trade Unit Forum (JTUF). Prospect led the talks highlighting the areas where some movement could take place to get a 'yes' vote on a revised offer. The Company has gone away to consider some - not all - of the proposals.

As a JTUF we have confirmed to the Company, as both UNISON and Unite have a 'yes' vote, any future changes to the offer, if beneficial, will not need to be re-balloted. GMB and Prospect will need to be re-balloted as they have voted 'no' previously.

This issue is ongoing at the time U3 went to press. Please contact your local UNISON Representative for up-to-date news.



Water Network Reorganisation

TROUBLED WATERS?

Hello, welcome to 2011. I've got a feeling its going to be a tough one. All our employers will be talking about tightening their belts and that's usually at the expense of the workers. I can see our Reps and Officials having a very busy year.

We'll be holding our Annual General Meeting over two nights in March - 24th in Bolton and 25th in Warrington - and I would encourage all our Branch Officers, Stewards, Safety Reps and Learner Reps to attend one of these two. The AGM is very important for the Branch: it's the main decision-making body the Branch has, and it sets the mood and tenure for the coming year - I'd like as many members as possible to come to the meetings, too.

On the Saturday after the AGM our Branch is sending a strong delegation to the big TUC March For An Alternative demonstration in London. UNISON believes there is an alternative to the swingeing public sector cuts rushed in by the Coalition, and we will march with our colleagues in other trade unions on this most historic day. Anyone who wants to join us, please contact me as soon as possible.

Following all that activity, focus will then turn to Branch Development. This is a gathering of our Officers and Reps in April or May at which, away from the workplace, we can look at ways to improve how we operate and how best we serve you, the member. These have been getting more popular year-on-year; I'm really excited about the enthusiasm and energy of people in the Branch today.

I'm pleased to announce that for this year's National Conference, being held in Manchester, we have achieved our full delegation including proportionality and representation; this includes the women's seat, general seat, low paid woman and young member. Have a good one, all of you attending. And I really do hope 2011 is a good one for our members.

Phil

Following hard on the heels of significant reorganisations in other parts of UU over the last few years, most recently the ORC, the company has now finally presented a reorganisational model to the trade unions representing staff in clean water network.

UU have approached UNISON, GMB, UNITE and Prospect with its proposals - or more accurately at this moment, its "discussion paper" - to optimise roles, processes and procedures, to enable the company "to be a world class operator of utility infrastructure".

The process from here-on in is that a joint trade union working group will remain in full-time consultation with management representatives during which time they will go through the proposals in detail and, at the conclusion of that consultation period, will (following any necessary negotiation on relevant terms and conditions) present to the affected workforce a reorganisational model satisfactory to both sides.



Here lies a fallen Water Standby Person—who went beyond the call of duty this winter. But will UU's latest proposals undermine the skills and commitment of our water teams?

factory to both sides.

Of the four union reps sitting on the Working Group, three sat on a similar group 5 or so years ago when the old Network Controller role was split into the current Customer Liaison Officer and Network Owner roles. At the time, the unions raised serious concerns about

the handover of jobs between the new roles—in effect, delays and repetition of jobs were previously there was none.

Ahead of this latest reorganisation -



It's Christmas Day in Liverpool and it's all hands to the pumps and stuff the turkey (geddit? - Eds.) when a hydrant bursts in the city. What will our standby teams be like after the reorganisation and would they cope in a severe winter like 2010?

euphemistically called "Network Optimisation" - management were quick to cite the problem of "handovers" as being a major driver for change. The irony and the frustration is palpable on the trade union side. All present are hoping the company are not going to make the same mistakes again. Listen to the unions this time.

In the interim, the company wants to keep employees informed as the consultation period progresses yet, at the same time, treating the proposals with confidentiality—'til the time is right. While keeping staff informed is an honourable intention it has backfired on occasion. Briefings with nothing to brief have merely raised anxiety, not allayed it.

Staff are worried; it is natural during a reorganisation of one's business. To its credit, UU has said there will be no job losses as a result of this restructure and now it's up to our union representatives to make sure the jobs on offer are right for the company and right for us.

500 more people see the light

In 2010 UNISON United Utilities Branch recruited 517 new members, across all its employer groups, including Eon, Vertex, United Utilities, and Electricity NW. Our Branch now stands at a magnificent 3070 strong.

It's the fourth successive year that we have

recruited more than 500 people. This is a remarkable achievement by our Branch Officers, Stewards and SHE/Learner Reps but it is also a glowing reflection on you, the members who demonstrate to your colleagues the value of being in a trade union—and for making that trade union UNISON!

Brief Encounter... By a bizarre coincidence, on the morning that Philip Green's departure was announced, a UNISON UU Branch Officer found himself on a London-bound train with Mr Green's predecessor, John Roberts.

The Officer relayed the news to Mr Roberts and spoke of the current mood within UU and how he felt that the company had been a happier and more stable one under his regime. Was it our man's imagination, or did Mr Roberts' face betray a wry and knowing smile?...

Accident Prone... "This company is in health and safety crisis" are the words UU's outward-bound CEO Philip Green allegedly told his managers before Christmas, after a spate of slips, trips and falls blotted the UU Accident Book (hardly blemish-free by that time anyway). Even Steven Fraser joined the chorus berating the poor safety standards in the business now. As everyone knows, years of underfunding on sites, the contracting out of site/ground maintenance and field staff rushing on most of their jobs are the real cause of this lamentable state. With Green's words ringing in their ears, managers are now rushing headlong into doing something about it. Careful there, fellas, that's how you'll have an accident...

Crisis Management... How curious that Mr Green should deem the company to be in a health and safety crisis. In his *Daily Telegraph* interview of last year he seemed to suggest that one of UU's more laudable achievements was managing to cut three quarters of its workforce from 20,000 to 5,000 whilst still retaining its standing in the FTSE 100. Only now, after years of neglect and the need for thousands of pounds worth of investment are UU waking up to the fact that getting rid of those folk who helped keep its house in order might not have been such a good idea after all.

Grassed Off... Operations Manager Steven Fraser recently told the partner unions that, "Core work is to be done by the core

business not contractors". It was then revealed that grounds maintenance will still be done by...contractors. It would appear that bringing it back 'in house' is cost prohibitive, so UU have decided that paying new contractors a higher rate for the job should produce better quality work. We shall see...

Spiked... The snow and ice may have cleared (for now) but it's good to see UU have finally issued Ops staff with removable 'spikes' to fit to their boots to avoid nasty slips. It was during last year's first big freeze that a conscientious Safety Rep who owned his own spikes recommended them to a senior UU Safety manager and suggested that it might be a good idea to provide them for Ops staff working in the treacherous conditions. The message came back to the rep that it was felt that use of spikes would perhaps detract from the company

message that all operational footpaths on sites should be made safe by clearing and gritting. Shortly after this, the manager concerned cracked a couple of ribs after...slipping on ice!! You really couldn't make it up! Incidentally, the manager concerned is no longer with the company. He's, erm, slipped off to fresh pastures...

Hot Properties... In the dying months of the Green regime, some of his directors have been popping their heads above the parapet and admitting to some of the failures that have cost UU dearly—WFM and an underinvestment in safety to name



but two. The Eye is informed that Ops MD, Steven Fraser, is now promising money for decent

buildings on UU sites. Property is to be invested in, initially at 16 core sites such as Sablesbury. Portacabins are to be replaced by fit for purpose buildings, which will be followed by 40 smaller sites in due course...

Mr Angry... One of the UK's most influential fund managers has sold his stakes in the water sector following a 'spat' with industry regulator, Ofwat. Significantly, Neil Woodford of Invesco Perpetual, who have been investing in water stocks for 20 years, disposed of almost all his £320m stake in UU, blaming Ofwat for making the sector risky for investors and "too positive for the customer". Diddums...

Not shy, just retiring... In the last issue The Eye relayed the

sorry decline in the quality of UU's Retirement Courses—largely due to the location of the course and the lack of decent refreshments. But it would also appear that the course itself has a somewhat Devil-may-care feel to it nowadays.

"You think you're not valued when you work for UU?" one disgruntled attendee told The Eye, "just wait until you retire!" Here's what happened: "On the course someone from HR was scheduled to come and talk to us about the UU pension—didn't even bother to turn up! The guy running the course phoned to see where they were and was told they wouldn't be there, but sent someone over with a mem-

ory stick containing a presentation for someone else to do. Apparently on the previous course, no-one from HR turned up either even though they were scheduled to. Now I know why I'm leaving!!!!"...

Dead Ringer... Users of UU's accident-reporting hotline, Airline, may have noticed a change in the recorded message from that which originally greeted callers when it was first set up. No longer are callers asked to "press button 1 now" if in the course of their daily activities, among other things, they have stumbled across, you know, a dead body. Why has this been dropped from the message? Has UU gone squeamish—or simply realised that any normal person would, on finding a corpse, pick up a phone and press buttons 9-9-9? Or, more likely, run toward the site exit screaming and waving their arms in the air...

The Gong Show... The ConDem government's inaugural New Year honours went to the deserving people whose work fits in snugly with David Cameron's concept of Big Society—the "extraordinary people who are making a real contribution to their community". One such person being Ken Harvey, the £246,000-a-year chairperson of South West Water and incinerator firm Virador, who was awarded a CBE.

South West has racked up more prosecutions for dumping sewage and chemicals into rivers than any other water company in the last five years. The Exeter-based firm, covering all of Devon and Cornwall, was fined 42 times. In total, the company has been ordered to pay £230,125 by magistrates. Mr Harvey was appointed as chair in March 1997. His recent "contributions to the community" include around £40,000 in fines for various pollution incidents. In March last year, South West was fined £6,600 after aluminium sulphate got into a stream from a treatment works at Exmouth, East Devon. One pollution spill in Cornwall was described as containing "sewage fungus as thick as a shag-pile carpet"...




Empty Chairs, Empty Tables... A CEO's office looked very quiet and tidy last week. Has Mr Green already left the building?...


UNISON United Utilities Annual General Meeting 2011

It's ANNUAL GENERAL MEETING time again for our Branch—and we'd really appreciate it if you could attend. To help you attend an AGM we have started holding two a year in an attempt to reach as many of you as we can. Please do your best to come to one of these meetings. The UNISON United Utilities Annual General Meeting is the most important meeting in our Branch calendar - it is the meeting that sets the tone for the rest of the year, discusses the finances of the Branch (that is, what we spend your subs on over the next twelve months), where we vote on accepting our Branch Officer team and where we debate important motions and rule changes. It is the main decision-making body of our Branch because it is the one where *you*—the UNISON member—makes the decisions. Join us on Thursday 24th March in Bolton or Friday 25th March in Warrington—you know it'd be foolish not to...

UNISON UNITED UTILITIES BRANCH
PRESENTS
ALL-IN WRESTLING
AND
2 ANNUAL GENERAL MEETINGS




VS



BOLTON
THURSDAY
24th MARCH 2011
Holiday Inn,
1 Higher Bridge Street,
Bolton, BL1 2EW
Commencing 7.00 pm

WARRINGTON
FRIDAY
25th MARCH 2011
Heathcotes,
c/o Warrington Wolves RLFC,
The Halliwell Jones Stadium,
Winwick Road,
Warrington WA2 7NE
Commencing 7.00 pm

WHICH WILL YOU ATTEND?
Contact Diane in UNISON UU Branch Office
for details of these fantastic events. Don't delay.

This Event is Brought To You Courtesy Of UNISON And  Productions

Tea & Coffee will be available before and a buffet and bar service after each event.

U3 likes Bolton and it also likes Warrington.. ..but which is better? There's only one way to find out... AGMs!!!!

UNISON UNITED UTILITIES BRANCH

Join Us!

In **UNISON**, in our Branch, we believe passionately in public service.

UNISON grew from three public sector unions and our Branch, although it presently covers members in private sector businesses, evolved from the Water and Electricity Boards of old.

For most of us, public service is in our blood. It is still, for many, the driving ethos when we come to work. On **Saturday 26 March**, in

London, our Branch will stand shoulder to shoulder with our colleagues, our brothers and sisters in the public sector,

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Trade Union

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people so vast

the Coalition can-

not ignore it.

March for jobs,

march for public

services, march for

our children and

their future. Join us

on **26 March** in **Lon-**

don and march with

UNISON, your union.

**MARCH
FOR THE
ALTERNATIVE:
JOBS • GROWTH • JUSTICE**

**SATURDAY 26
MARCH 2011**

Assemble at 11am on Victoria Embankment,
between Temple Place and Blackfriars, to
march to a rally in Hyde Park

For further details contact Branch Secretary Phil Vidamour.

For a utility business to acquire its top people from an arms industry background would - on the face of it - seem odd, but closer scrutiny reveals that the appointment of United Utilities' new CEO, Steve Mogford, appears to be very much in line with company tradition.

UU's current chairperson Dr John McAdam is a director for Rolls-Royce Group, one of Britain's largest arms manufacturers. McAdam took over in July 2008 from Sir Richard Evans who spent fourteen years as chair of BAE Systems. Former Director Charlie Cornish, also worked at BAE.

Steven Lewis Mogford, 55, the man chosen to succeed Philip Green as UU CEO, was educated at Barking Abbey Grammar School in Essex and Queen Elizabeth College, London, where he obtained a First Class Honours Degree in Astrophysics, Maths and Physics.

He joined British Aerospace Military Aircraft in 1977 as a supply engineer and undertook various procurement roles, before becoming Director of Procurement in 1991.

Upon the formation of British Aerospace in 1992, he served as Commercial Director of the Systems and Services Unit before becoming Programmes Director of Al Yamamah in 1994.

In 1995 he became Managing Director (MD) of Systems and Services, until August 1998 when he became MD of the company.

Following the merger of British Aerospace and Marconi Electronic Systems in November 1999 he was appointed group MD of Programmes and MD of Eurofighter, BAE Systems PLC.

'Slush fund'

It was in October 2004 that the storm clouds gathered around BAE when BBC2's *The Money Programme—Bribing for Britain?* revealed the existence of a secret £60m slush fund which, it claimed, the company used to 'grease the wheels of the biggest arms deals in history.'

The storm centred around the Al Yamamah arms-for-oil deal between the British and Saudi governments and the incentives that were allegedly used to seal it. According to the BBC investigation, the principal beneficiary of BAE's largesse was prince Turki bin Nasser, a leading member of Saudi Arabia's ruling royal family and the man who oversaw the Al Yamamah contract.

It was claimed his wife received a £170,000 Rolls Royce as a birthday present which was flown home in a Boeing 747 cargo plane chartered by BAE. His son apparently enjoyed a £99,000 skiing trip in Colorado and his daughter was given a video of her wedding cost-

The Steve Mogford Profile

A special U3 report on the new man at the helm of United Utilities and the controversial events during his career at BAE Systems

ing almost £200,000. A three month holiday for the prince and his family was arranged at a cost of £2m.

It was also alleged that young Saudi pilots visiting London on Al Yamamah business were provided with prostitutes and had their gambling bills paid, while officials at London's Saudi embassy were offered £1,000 canteens of gold or silver cutlery.

'Disguised'

One of the men who lavished luxury on Prince Turki, Peter Gardiner, started working with BAE in 1988. His small travel agency, Travellers World, soon became a major conduit for BAE's money, channelling over £7m. Mr Gardiner told the BBC that the levels of luxury he facilitated was "way beyond the lifestyle of most film stars. We didn't actually ask any questions about it, we were told to remit the payment and we did so."

BAE disguised where their slush fund was going with the help of Tony Winsnip, a retired Royal Air force wing commander and friend of Prince Turki, who operated from a London hotel suite apparently unconnected with the company.

Every month he would replace the detailed records containing the slush fund spending with a single page invoice which simply stated "Accommodation services and support for overseas visitors". The bills were then sent to BAE's headquarters at Wharton, Lancashire.

The Money Programme alleged that Steve Mogford was the BAE executive who had authorised a series of the slush fund invoices.

'OK to pay'

Documents published by *The Guardian* newspaper on the day of the BBC revelations showed that August 1995's file alone listed 23 payments, totalling almost £1m. Commander Winsnip's bill to Mr Mogford read, "Dear Steve, please find attached the August invoice for Travellers World as arranged."

Two days later, Mr Mogford scribbled on it "OK to pay" and signed it. BAE's financial department then paid £987,365.03 into the travel agency's bank the following month. Peter Gardiner told the BBC that the circuitous system was designed to leave a "minimum

amount of paper. No paper trail and no one to intercept it. No more questions being asked about it."

The Money Programme also alleged Mr Mogford was the BAE executive who met Martin Bromley, an internal BAE investigator, in 1996 and ordered him to stop an enquiry he was then conducting into the slush fund. He told the BBC, "I wasn't happy about it because I felt they were probably going to sort of shove it under the carpet. I was a bit shell-shocked when I came out of the meeting. I have to say."

Steve Mogford and BAE refused to be interviewed for the programme. The company responded to the BBC allegations in a statement saying it was "disappointed and surprised", and categorically denied that a slush fund ever existed.

Sir Richard Evans also poured scorn on its existence, saying, "I can certainly assure you we are not in the business of making payments to members of any government, it is just not the way business is done."

'Key to the door'

Critics often accused BAE of having a 'stranglehold' over the Blair government.

Former foreign secretary, Robin Cook, alleged in his memoirs: "In my time I came to learn that the chairman of British Aerospace (Sir Richard Evans) appeared to have the key to the garden door at No 10. Certainly I never once knew No 10 come up with any decision that would be incommensurate to British Aerospace."

In summer 2004 Tony Blair intervened to overrule an independent watchdog and allowed Air Chief Marshall, Sir John Day, to move straight from handling BAE affairs at the Ministry of Defence to take up a lucrative post within the firm.

The Guardian claimed defence secretary, Geoff Hoon, went to BAE's factory in September 2003, after overruling his own permanent secretary and insisting on buying BAE's Hawk warplane for the MoD.

'Dawn raids'

On November 3rd 2004, the Serious Fraud Office (SFO) and Ministry of

Defence Police launched dramatic dawn raids, which saw the start of a major investigation into the slush fund. The raids apparently took BAE by surprise and caused 'consternation at board level' according to *The Guardian*.

BAE officials claimed that the investigation centred on the possibility that it had been defrauded as a result of inflated or bogus invoices being sent in relation to service contracts with two outside companies. Yet, according to *The Money Programme*, BAE had been aware of the possibility it was being defrauded in 1996—hence the Martin Bromley investigation.

In February 2005, *The Independent* newspaper claimed that Steve Mogford was one of several BAE employees to have been interviewed by the SFO.

BAE maintained it was the victim of any fraud that took place, not the perpetrator.

'Public interest'

On December 14th 2006, the SFO investigation was stopped in its tracks when Tony Blair claimed it would endanger Britain's security and its relationship with the Saudi's if the enquiry was allowed to continue.

It was alleged that BAE and the Saudi embassy had frantically lobbied the government to discontinue the investigation, insisting it stood to lose a lucrative Eurofighter contract if it went on.

This came at the time when SFO investigators appeared to have made a significant breakthrough, and were on the brink of accessing key Swiss bank accounts.

The Attorney General, Lord Goldsmith, who announced the decision, claimed that the government had decided "the wider public interest" had "outweighed the need to maintain the rule of law."

In September 2007, Saudi Arabia announced a £4.3b Eurofighter deal with the British government.

In April 2008, The High Court ruled that the SFO acted unlawfully by dropping its enquiry.

In July 2008, The House of Lords ruled that the SFO had acted lawfully.

BAE announced in April 2007 that Steve Mogford would retire from its board following its annual AGM, and that he had been hired by the Italian defence company, Finmeccanica, to take over as CEO of its Selex Sensors and Airborne Systems division.

In December 2010, United Utilities named Mr Mogford as its new CEO.

Sources: BAE directors profiles, The BBC, *The Guardian* and *The Independent*, *Case Study: BAE Systems & the Rule of Law* by Prof Johann Graf Lambsdorff



NORTHERN IRELAND WATER

WHAT WENT WRONG?

The freeze in Northern Ireland was so harsh this winter and the thaw so rapid that the frequency and size of bursts lead to a 200m litres-a-day increase in demand across the region.

This in turn resulted in plummeting service reservoir stocks and, inevitably, an inability to produce enough water to keep up with that leaking away.

At its worst, this meant some reservoirs ran empty. As NIW tried to restock, whole districts of towns and cities went without water as reservoirs had to be shut down. To make sure everyone was treated fairly NIW rotated supplies to areas from the filling reservoirs so people got some water, if not all the time.

Leave was cancelled for all NIW staff and network inspectors went out and about finding the leaks. The vast majority of these were on private property, in factories and works units closed for the Christmas/New Year break. Many leaks could be isolated; many couldn't. One factory site was losing enough water to provide 2000-3000 homes each day.

There is now a whispering campaign that privatisation would solve all NIW's ills. One assumes this is based on evidence of how the privatised water companies coped this winter.

At the time of writing, we have yet to hear how close the private companies came to having real problems during the freeze-thaw: one suspects it was closer than we think, but who,

after witnessing the media and political witch-hunt over NIW, would want to own up to having serious concerns about stocks. UU have had extensive leakage teams out evening and weekends since 27 December if evidence was required.

Clearly there is no difference between what happened in Northern Ireland and the general experience of water companies in the rest of the UK. Where NIW clearly failed was in its contingency planning and its communications with its water users. These are not weaknesses of a state-owned organisation – they are just weaknesses.

According to Conor Murphy of the Irish Assembly, NIW is "taking forward the implementation of action points and lessons learnt... with a particular focus on improvised customer communications". That is the right and proper thing to do.

And before we all jump on the bandwagon and think privatisation is the answer, remember 140,000 homes round Tewkesbury had no water for many days following severe weather (in that instance flooding). The local water provider is Severn-Trent, a privatised water company.

And who had a massively unpopular hose-pipe ban last year, announced just as the rain started to fall?

SORTED!

Successes for Branch Members

More victories for UNISON members courtesy of our very own John Jones

John,

I have been made a counter offer by the Company, which is more than I expected to be honest, and would like to accept. I feel the offer is Shangri La, your presence/intervention and the threat of a grievance was too much for them. You won a big one there and protected my health. I may need your help come April, but if necessary I feel your name/presence will yet again prevail, I can only thank you and the Union. Thank You

John,

Just wanted to update you – I have been offered the Network Analyst role as permanent which I have accepted.

Just want to thank you once again for the support you have given me throughout this very unsettling and worrying twelve months.

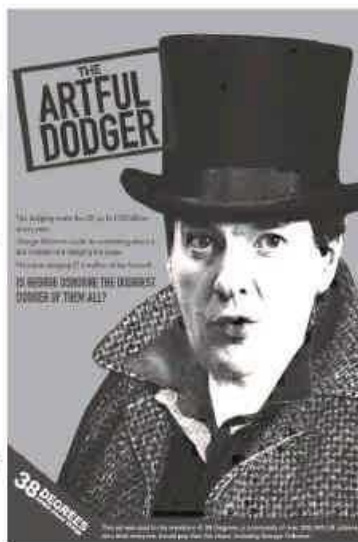
VERTEX NEWS Pathways Pay Levels Against Performance Ratings

For those in the Vertex Customer Advisor population, it is worth reminding that there is the potential for an extra 1% salary increase dependent on quarterly CA121 performance ratings.

By now the quarter 3 ratings should be being conveyed. If the past three quarters have been Exceeds Expectations (or even the last two quarters rated Exceptional) then the 1% increase should be automatic dated from 1st January 2011.

The majority of Customer Advisor Members should definitely keep in mind what happens in quarter 4 as an overall rating for the four quarters in 2010/11 of Meeting Expectations will bring the 1% increase from 1st April 2011.

Please contact your local Vertex UNISON Steward for further information.



Pressure groups such as 38 Degrees (who published the above poster) and UK Uncut have recently been highlighting—with great effect—the scandal of tax dodging by some of the UK's biggest firms.

Boots the chemist, Cadbury, Topshop and Vodaphone are just some of a growing list of 'British' businesses who are moving 'offshore' and denying the UK exchequer hundreds of millions of pounds in revenue.

Hitting us all with the VAT increase is expected to raise £13 billion. Meanwhile, tax dodging costs us all up to £120 billion. Yet the government is laying off thousands of tax inspectors who could be collecting some of this missing money, and closing local tax offices. The Inland Revenue has even been told to give tax dodgers an easier ride!

The 38 Degrees adverts are helping to expose this scandal, and recent protests by UK Uncut activists lead to flagship retail outlets of the companies accused having to close their doors to customers.

Even the Chancellor himself stands accused of tax-avoidance. Critics have highlighted the personal wealth of Mr Osborne, and have alleged that he stands to benefit from a trust fund worth more than £4 million – three times higher than previous estimates – which will save him and other family beneficiaries an estimated £1.6 million in inheritance tax.

"We're all in this together"? Pull the other one!

Great value insurance

Home • Travel • Pet

For a no obligation quote call quoting reference SBN

0800 66 88 55*

UNISON

uia

*Calls may be recorded or monitored for training purposes in to improve our quality of service.



By 30 December, Scottish Water had already provided 160,000 litres of water in an effort to ease Northern Ireland's drinking water crisis.

NEW UNITED UTILITIES CHIEF EXECUTIVE BRINGS EXPERIENCE IN ARMS TRADE TO WATER INDUSTRY



U3 can exclusively reveal the first glimpse of UU's latest technological innovation in its bid to become the world's number one utility — The North West Water Cannon.

The top secret invention gives a clear indication of UU's future direction, and appears to confirm that the new CEO's arms industry background was a key factor in his appointment.

"I believe this innovation will help us deliver water to those hard to get to places, and keep the workers in line during the next round of reorganisations," said UU CEO elect, Steve Mogford.

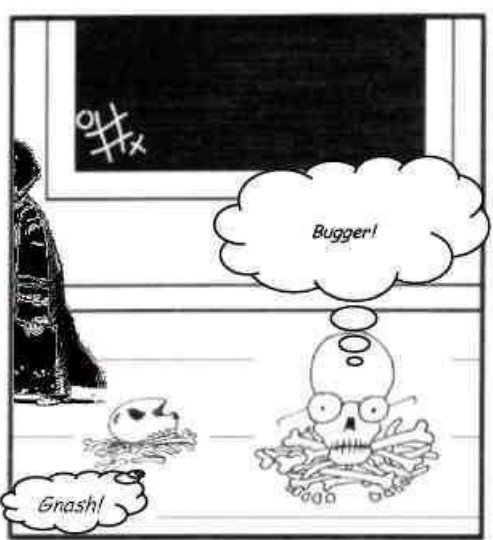
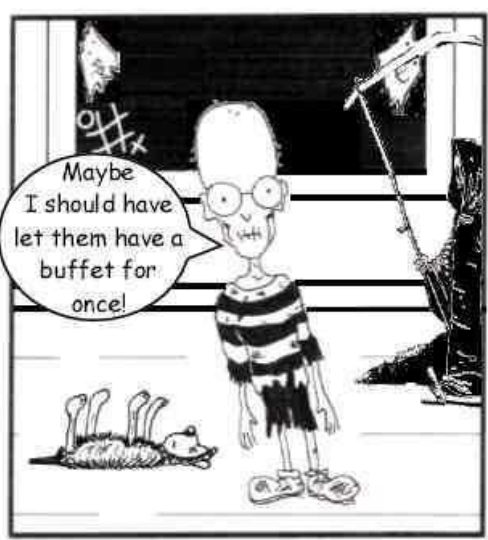
U3 also believes the vehicles may be offered to the London Metropolitan Police in the wake of the recent student riots and Home Secretary Theresa May's threat to use water cannons in the event of future protests.

WHAT U3 SAID ABOUT... WFM!



- "WFM roll out has been truly awful..." Dec 2008
- "WFM...the full horror..." Dec 2008
- "Complaints about it have evolved into a true appreciation of the flaws in WFM..." Feb 2009
- "A system tearing at the heart of the very thing our staff do.." Feb 2009
- "...Areas of serious concern..." Feb 2009
- "WFM—Breakdown on the Road to World Class..." April 2009
- Hardware and software fails on a daily basis..." April 2009
- "Stress and anger are at an all-time high..." April 2009
- "WFM...suitable for scrap..." June 2009
- "A manager conceded WFM will never be as good as the system we used to have" June 2009

THE GREENO MENACE in "A Fond Farewell?"



WHAT UU SAYS ABOUT WFM NOW...

"WFM has not been successful; it was rushed in the design stage" Steven Fraser 2011



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