

Empowering utilities to put
customers at the heart of
decision making

UTILITY WEEK CUSTOMER-FIRST FORUM

5 FEBRUARY 2026
1 AMERICA SQUARE, LONDON

SPONSORSHIP & EXHIBITION OPPORTUNITIES 2026

Opportunities can be tailored to meet your business needs

MORE INFORMATION event.utilityweek.co.uk/customer2026

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The challenges facing customer service teams across the utilities sector continue to mount, with the bar of expectation set ever higher. Aside from the duty to protect the vulnerable, energy and water companies must also find ever more innovative ways to serve the increasingly diverse needs of their customer base.

Utility Week's Customer-First Forum puts customers at the heart of utility strategies and operations. Uniting senior leadership with customer service, engagement and experience professionals, this event aligns business priorities with a customer-first mindset. Attracting customer professionals and their partners from energy and water companies, the Forum will deep-dive on digital customer engagement and AI, communication and behaviour change, strategies for rebuilding trust, effective data management and more, with best-in-class examples from inside and outside the sector.

Join your peers for a day of interactive workshops, thought-leading discussion, senior-level keynotes and audience participation designed to enhance customer service and engagement in the utilities sector for the long-term. Despite individual conundrums across power, gas and water, utilities are ultimately sharing the same customers, which makes pan-utilities collaboration an essential part of progress.

WHO SHOULD ATTEND? ➔

Water, Electricity & Gas company directors, head and managers responsible for:

- Customer Service and Relationship Management
- Customer Engagement and Support
- Customer Experience Design
- Consumer Feedback and Communication / Consumer PR
- Stakeholder Engagement and Partnerships
- Corporate Communications and External Affairs
- Innovation and Future Water & Energy Solutions
- Inclusion / Integration / Community
- Billing and Affordability
- Vulnerability Strategies and Tariffs
- Loyalty and Social Insight
- Complaints Handling / Contact Centres
- Customer Relations and Welfare
- Technology and Digitalisation / Smart Meters
- Data
- Regulation and policy
- Net zero and sustainability
- Transformation and change

In addition to regulators, consumer bodies, and solution providers within the utilities sector.

WHY SPONSOR? ➔

Lead the conversation advancing customer service across the industry ...

- **Enhanced networking opportunities** with water and energy companies
- **Hear directly from the industry leaders** about critical challenges and what collaboration is required from industry to improve customer experience in the digital age
- **Position yourself as an active participant** in key industry innovation
- **Raise your profile** through an extensive digital marketing campaign
- **Gain industry exposure** in front of the core client base

KEY TOPICS



Trust when it matters most



Optimising AI and digital tools



Regulatory pathways



Education, behaviour change and adapting to customers' habits



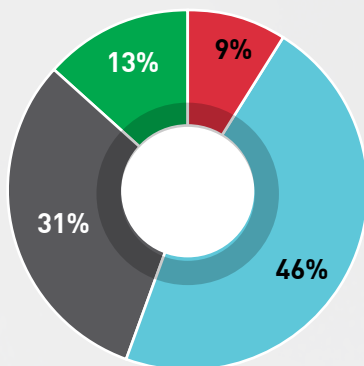
Enhancing communication channels



A top-down approach to prioritising consumer needs

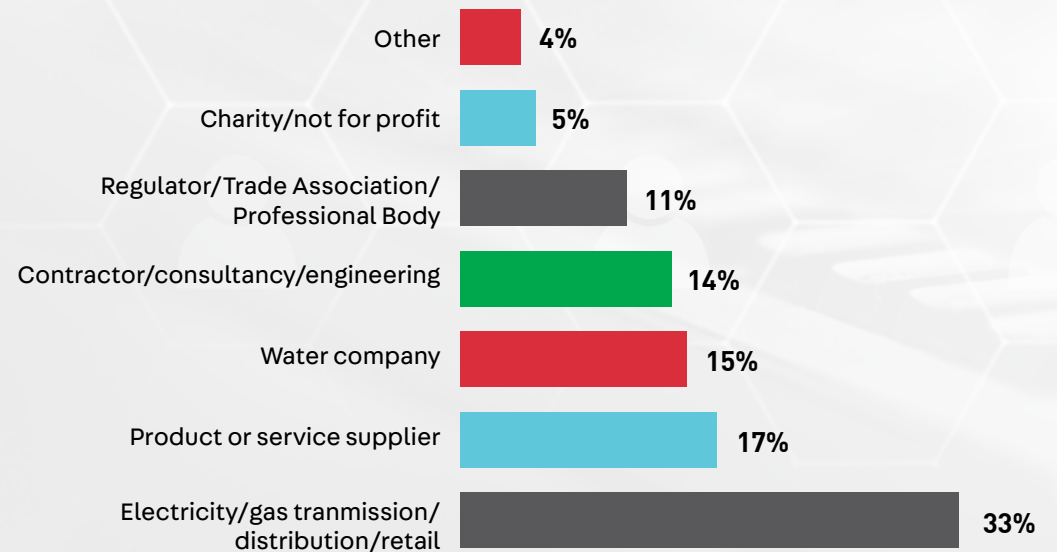
WHO ATTENDS

JOB SENIORITY OF DELEGATES 2025



■ Advisor/Analyst/Consultant
■ Director/Lead/Head of
■ Manager
■ Other

TYPES OF ORGANISATION THAT ATTENDED IN 2025



COMPANIES THAT ATTEND INCLUDE



2026 CONFERENCE SPONSORSHIP & EXHIBITOR PACKAGES

		1 DAY CONFERENCE	Event Partner	Headline	Co-Sponsor	Branding	Exhibitor
		STANDARD PRICE	£38,950	£26,250	£20,615	£15,745	£6,085
		MEMBER RATE (save 10%)	£34,730	£23,625	£18,553	£14,170	£5,476
Pre-Event Roundtable Dinner	Opportunity to jointly host an exclusive dinner for 8-10 industry guests/target contacts, UW to coordinate invites, venue and chair the event		✓				
Sponsorship branding on	Homepage of event website		Premium position	Prime position	✓		
	Front page of delegate sales brochure download		Premium position	Prime position	✓	✓	
	Pre-event emails		Premium position	Prime position	✓	✓	
	Main stage holding slides		Premium position	Prime position	✓	✓	
	Event signage		Premium position	Prime position	✓	✓	
Additional branding	Company logo & profile on event website		200 words	200 words	100 words	100 words	100 words
	Company logo & profile in event app		Premium position	Prime position	✓	✓	1✓
	Speaker profile on event website		✓	✓	✓		
	Speaker & session billed on agenda		✓	✓	✓		
	Logo on refreshment break menu's & signage OR pens and notebooks					1	
Thought Leadership	Speaking/Panel opportunity		✓	✓	✓		
	Option for Q&A		✓	✓	✓		
Exhibition space	3m x 2m space		✓	✓	✓	✓	✓
	2 chairs		✓	✓	✓	✓	✓
	Table		✓	✓	✓	✓	✓
	Power socket		✓	✓	✓	✓	✓
Delegate passes	Delegate passes		6	5	4	3	2
	Access to all sessions & workshops		✓	✓	✓	✓	✓
	Lunch & refreshments		✓	✓	✓	✓	✓
	Discount on further company passes		20%	20%	20%	15%	10%
	Discount code to offer clients		✓	✓	✓	✓	✓

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Opportunities can be tailored to meet your business needs. Contact:

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