

Empowering utilities to deliver
exceptional customer service
in the digital era

UTILITY WEEK CUSTOMER SUMMIT

25 FEBRUARY 2025
BIRMINGHAM CONFERENCE & EVENTS CENTRE

SPONSORSHIP & EXHIBITION OPPORTUNITIES 2025

Opportunities can be tailored to meet your business needs

MORE INFORMATION event.utilityweek.co.uk/customer2025

A **UtilityWeek** event

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Utility Week's Customer Summit is a unique opportunity to raise your company's profile and highlight your approach to enhancing customer relationships. Bringing together 150+ consumer specialists from utility companies and their suppliers to improve customer service across the UK and transform the way the industry approaches customer experience as a priority.

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

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"A 'must attend' event for utility decision makers and senior practitioners, who want to join in the thought-provoking discussions on the challenges and development of the customer experience"

utilities lead, Scope

KEY THEMES INCLUDE



**Improving
customer journeys
& rebuilding trust**



**Adapting strategies
for evolving
vulnerability
needs**



**Evolving
communication
in the digital era**



**Harnessing
consumer data**



**Encouraging
behaviour change
and building new
customer habits**

COMPANIES THAT ATTEND INCLUDE



2025 CONFERENCE SPONSORSHIP & EXHIBITOR PACKAGES

		Event Partner	Headline	Co-Sponsor	Branding	Exhibitor
1 DAY CONFERENCE		£36,755	£25,000	£19,635	£14,995	£5,795
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	Sponsor "thank you" within the event app welcome letter	✓	✓	✓	✓	
	Company logo & profile on event website	200 words	200 words	100 words	100 words	100 words
	Company logo & profile in event app	200 words	200 words	100 words	100 words	100 words
	Speaker profile on event website	✓	✓	✓	✓	✓
	Speaker & session billed on agenda	✓	✓	✓		
	Logo on delegate badges OR refreshment breaks OR pens and notebooks				✓	
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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