



# Developer Services Water Technical Forum

July 2024

# Housekeeping

Take a moment to look  
around you and make  
sure your area is safe



Fire alarms and exit



Hang up jackets and coats



Health and wellbeing



No smoking



Toilets



Phones

Developer Services Water



TECHNICAL FORUM

## Agenda

Welcome and introductions

Business Update– Tracey Wright

Charging update – Emily Burke

Water Technical update – Andrew Smith

Comfort break

Vyn + business update – Steve Marsh

Customer Experience – Tracey Wright

Water without worry – Michelle Atkinson



Developer Services Water



TECHNICAL FORUM

# Business Update

Tracey Wright



# Team Structure



**Customer Operations Delivery Manager**  
(Developer, SLP and NAV)  
Tracey Wright

**Customer Area Manager**  
Assistant Engineers  
Suzanne Kearley  
(seconded)

Assistant Engineers

**Customer Area Manager Water Engineers**  
Andrew Smith

Developer Engineers

Assistant Engineers

**Customer Area Manager Wastewater Customer Experience**  
Craig Daniels

Team Leaders

Customer Advisor Advanced

**Field Services Manager**  
Steve Marsh

Developer Services Inspectors

Construction Engineers

**Developer Relationship Manager**  
Samantha Mottram

Developer Services Water



TECHNICAL FORUM

# Charging Update

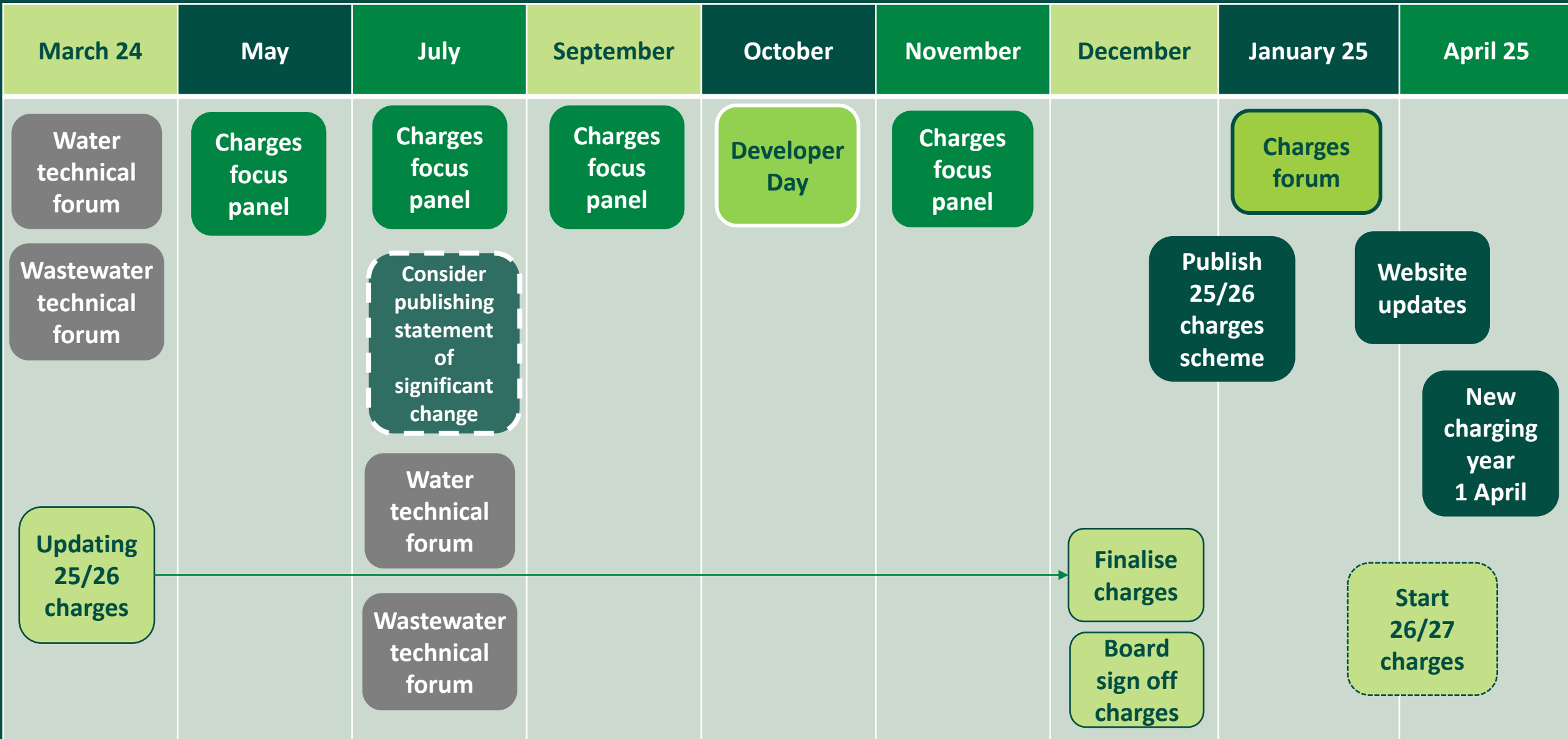
Emily Burke

Strategy and compliance



Join in the conversation – head to [www.slido.com](http://www.slido.com) and enter the code [#XXX](#)

# 2025/2026 charges timeline



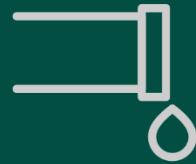
# Charges

## Changes to charges



Expected **increase to charges** moving to 2025-2030 new connections charging framework.

## Infrastructure charges



**Infrastructure charges** are expected to increase to reflect the increase in network reinforcement required 2025-2030.

## Environmental surcharge



We are proposing to introduce **two new charges** that will be levied for each new property connected to our network, for the purpose of **funding the Environmental Incentive Scheme**.

- The **water component** charge will be applicable for each water service provided to a new property.
- The **wastewater component** charge will be applicable for each wastewater service provided to a new property.



# Charges

**New contract from 2025**



Contract tender process currently ongoing.  
**New contract from 2025.**

**Point of connection and Pre-development**



Proposal to introduce charges from 1 April 2025 for

- **Point of connection enquiries**, and
- **Pre-development enquiries**

**Asset protection trial hole supervision**



We need to supervise when you are carrying out **trial holes** in relation to **asset protection**.  
We propose to introduce a charge for this.

We are still working through the detail and expect to be able share more information at our **Developer Day event 9 October 2024**.

## Complex diversion and asset protection

We carry out work to provide a **budget estimate** for complex diversions and asset protection and in some instances they don't then go ahead.

Proposal to introduce an upfront **customer contribution** to cover the cost of the time spent providing the budget estimate.

- If the cost of providing the budget estimate is less than the initial contribution, we would issue you with a refund for the difference.
- If the cost is more than the initial contribution, we would ask you to make further contribution/s.

We would discuss any additional costs with you before any further work commenced.

# Proposed changes – expected Ofwat requirements

**Ofwat consultation May 2024** - Changing Ofwat's charging rules to further protect customers in the new developer services framework

## 2.2 Unbundling

In summary, we propose to require companies to publish separate charges in their worked examples for the following components:

- Administration fees (where applicable)
- Application fees (where applicable)
- Design fees (where applicable)
- Meters
- Meter installation
- Traffic management
- All service connection pipework



## As a result, from 2025/2026 we plan to

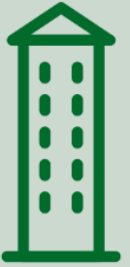
- Publish separate application and administration fees (application fee to be added to the quote and paid either on connection or on acceptance)
- The meter cost is currently included in the 25mm connection charges, propose to remove this and charge for the meter separately
- Currently include 2 metres of pipe in connection charges but this is to be removed and charged separately

# Take over existing supply



Where you propose to convert a building and utilise the existing supply, you can apply to us to take over the existing supply. We will then carry out the necessary checks to confirm the supply is suitable for your proposed development.

An application fee is payable at the time of application.



Where the supply is deemed as suitable, we will provide you with a quote.

## The quote will include

- Administration fee for each new premise
- Meter provision and installation for each premise (where UU is to carry out the work)
- Infrastructure charge per premise (credit to be given where water or sewerage services were provided within the previous five years)
- Income offset per premise (for premises that have the meter is installed on or before 31 March 25)

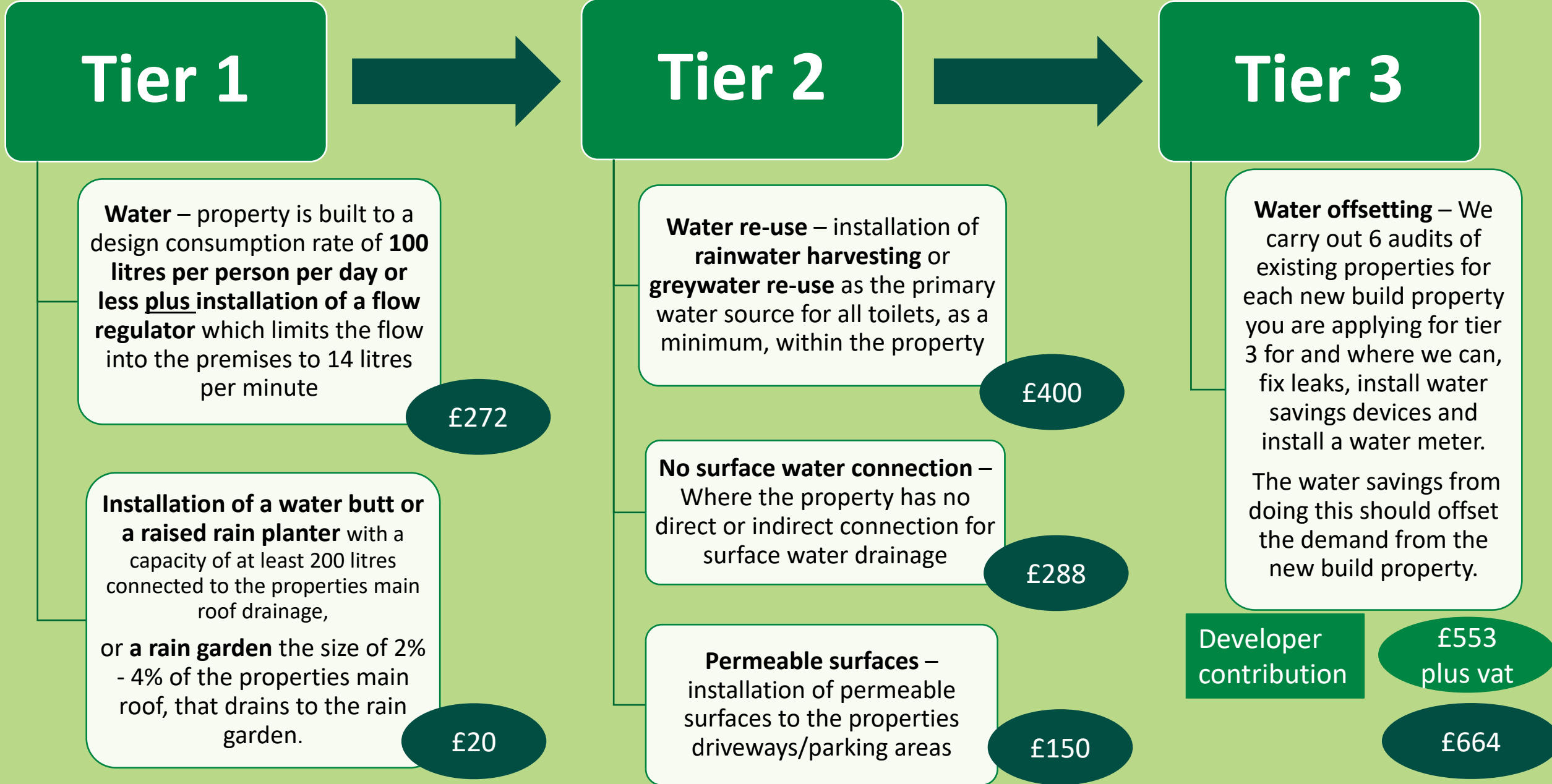
Where the supply is deemed as not suitable, a new connection will be required.

We will provide you with a quote for the new connection.

## The quote will include

- Administration fee for each new premise
- New service connection based on the size required
- Meter provision and installation for each premise (where UU is to carry out the work)
- Infrastructure charge per premise (credit to be given where water or sewerage services were provided within the previous five years)
- Income offset per premise (for premises that have the meter installed on or before 31 March 25)

# Environmental Incentives Scheme



# Environmental Incentives Common Framework Consultation

Ofwat are currently consulting on their draft guidance for their Environmental Incentives Common Framework.

<https://www.ofwat.gov.uk/consultation/consultation-on-an-environmental-incentives-common-framework/>

This builds on their [high level proposals for environmental incentives](#) which concluded in January 2024.

The closing date for the consultation is 10 September 2024.



# Changes from 2025 – Smart metering

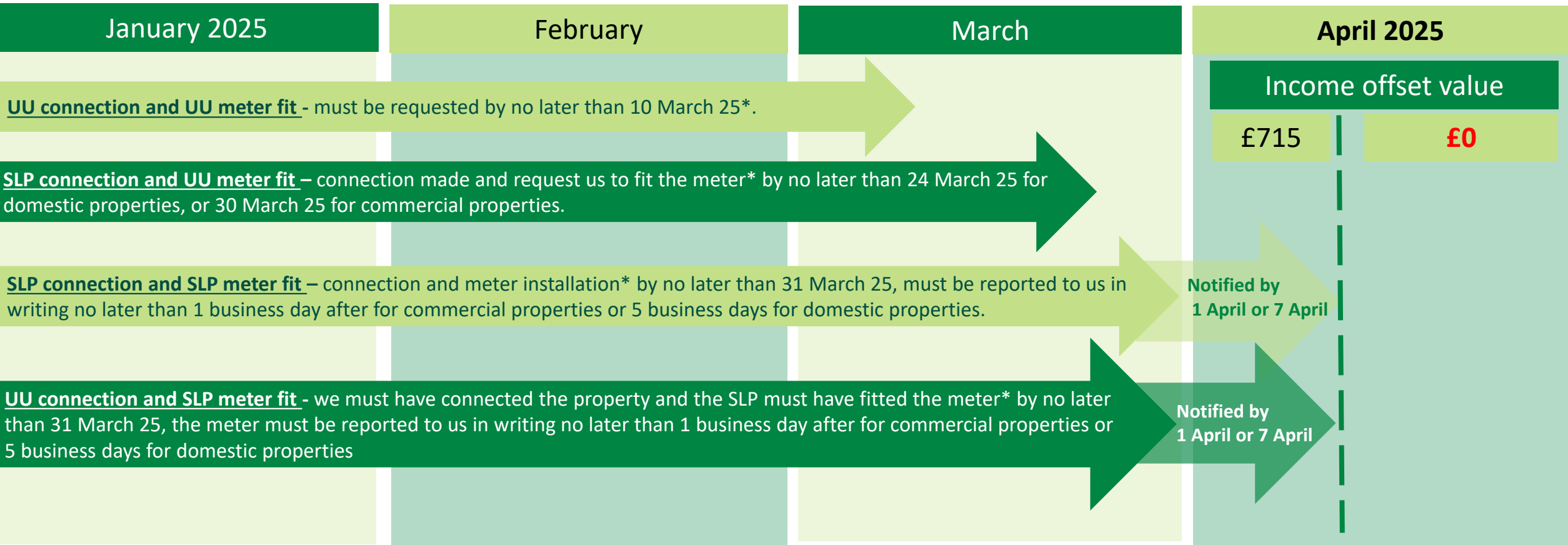
**We will be moving to smart meters from 1 April 2025 and any new connection made will be required to have a smart meter installed.**

There are a number of options available to us which we are still exploring, including any commissioning requirements.

We will engage with you as soon as we have more information.



# Income offset – transition



There will be no change to the way infrastructure credits are applied. These will be given for the first relevant number of properties that are connected.

All works will be subject to UU inspection, where the property is found to be not connected as stated or not ready for connection, income offset will not apply.

**\*Income offset will only apply if the property is built, connected, with a live supply and the meter installed**



Developer Services Water



TECHNICAL FORUM

# Water Business Update

Andrew Smith

Customer Area Manager



# CW Developer Services Technical Design Team

## Customer Area Manager (Design)

- Andrew Smith

## Developer Services Engineers

- Helen Fulford
- Lindsey Eccleston
- Brad Hollis
- Rachel Yates
- Aisling Marsland
- James New
- Tom Morris

## Assistant Developer Engineers (NAV – Whole Region)

- Amanda Harding
- Casey Dand



## Customer Area Manager (Assistant Engineers)

- Suzanne Kearley (seconded)

## Assistant Developer Engineers (South)

- David Barrow
- Jess Cunliffe
- Tia O'Mara
- Reece Dolan
- Sam Reid

# Water Guidance Update

## Missing Fire hydrants on SLP Designs

### Working on a process to highlight these and resolve

If identified During site audit or informed by another party that F/H requirements requested by local F/A have been missed and there is no other option other than UU having to rectify, we will be looking to recharge the costs back

## Wholesaler/retailer Disconnection Process

### New process went live 1<sup>st</sup> April 2024.

If retailer not responding they can contact Dev Services, you will need to provide specific info via email ( Retailer ref no./ Site Address/site contact/meter/account details). We will then process and manage request via UU market services team on your behalf.

## Common Metering

### From 1<sup>st</sup> April 24: Permitted in specific cases

- Student accommodation with shared facilities and wholly domestic or commercial premises with Combined Hot water systems.
- Domestic & Commercial premises MUST have their own designated supplies.

### Reminder regarding the Selflay mailbox

- When sending applications or queries always send to the mailbox ([selflay@uuplc.co.uk](mailto:selflay@uuplc.co.uk)) and not individual emails so we can monitor requests effectively (you can copy individuals in if you wish).
- This will allow us to monitor effectively, also always create a new email for new development and never forward and just change the email title.

# Water Guidance Update

## F10

### **F10 Notice - Don't need to provide this at application stage**

However if your site is notifiable you will have to submit a copy prior to any works being released

## Building water

### **From 1<sup>st</sup> April 24 Building water should be from a**

- metered temporary supply or
- existing metered supply. Any water used from a standpipe (i.e. filling a bowser) must be through an approved metered standpipe (Aquam water services )

## Combined Tanks for Domestic props

### **From 1<sup>st</sup> April 24 United Utilities will be insisting on separate tanks for domestic and fire water usage.**

Combined tanks maybe potentially allowed in exceptional circumstances however these will be reviewed on a case by case basis and all documentation be submitted for review.

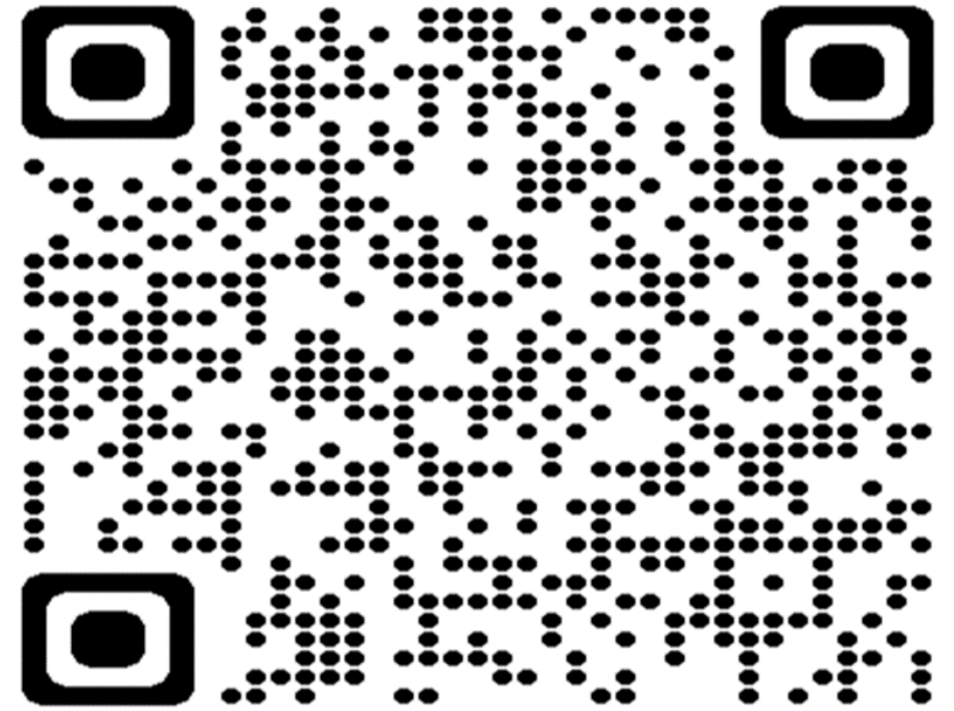
### **Reminder regarding 90mm/110mm Contestability**

- Been live since the 1<sup>st</sup> of April but have seen very few applications/request.
- Any reasons for this?

### **Surface Water Drainage Plans**

- Will be asking for a copy of these to be provided with applications going forward

# Coffee break



THE  
**WOW!**  
AWARDS

250



Developer Services Water



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# Field Services Update

Vyn + business update – Steve Marsh  
Field Service Manager



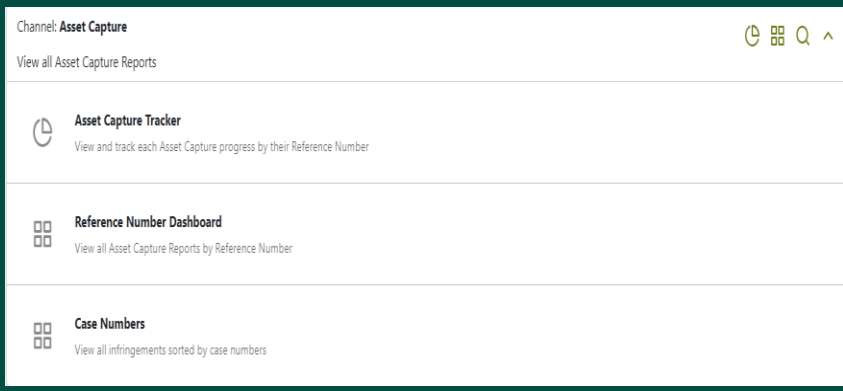
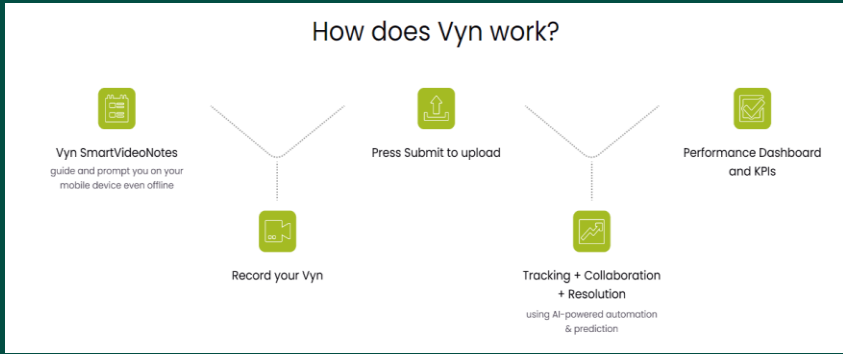
# Asset capture and reporting to completion

System in place to capture and share good/bad defects with Vyn

Right first time – minimal disruption

Future resilience for customers

More opportunities to share best practice



- We have been carrying out visits to your development and have been identifying assets that are not operable or adoptable.
- We are doing it different, and now reporting these back to you (Developer)
- We are going to provide you with clear information to put it right, to cause less disruption to your customer and you
- We are going to make this happen and we are going to repair, restore the assets to an adoptable state.
- We support you on how to make this better, getting it right first time, awareness with posters and toolbox talks.

# Reporting to Completion

Tools provided to deliver



We understand it's a construction site

Controls

Sort by Date: 2024/04/01 00:00:00 - 2025/01/01 00:00:00

Sort by User: All

Sort by Status: All

Sort by Outcome: All

Sort by SLP Developer: All

Sort by Review: Pending, Submitted

Sort by Condition: All

Customer experience

Last Update Report	Last Update On	Outcome	Status	Condition	Received On	D.S.L.U	Closed In	Reviewed
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Accepta...	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending
<a href="#">Latest Report</a>	Jun 11, 2024	Pending	Pending	Defective	Jun 11, 2024	22	0	Pending

Shared Information

- After we have provided you with the information, we track the journey keeping you updated
- Reporting will be clear also shared with you. On an easy on the eye dashboard
- This is our promise to you and your customer. That they have assets fit for the future.
- We are going to Deliver on this. It may be new to you. We will support on the journey.
- We will put them right. 54 days is the target.



# Infringement process – Developer and SLP

We will be sending you a unique web link to Vynyou are able to prove rectification of the assets. These will be captured on a dashboard, which we will share with you monthly



## Labels

### 1. Outcome

Visit Saved Visit Required

### 2. Status

Pass Fail Needs Further Information

## Comments

Show: All Comments Activity

Write a comment...

Steve Marsh 2 months ago

[Resolve comment](#)

Live call completed

Steve Marsh added label 'Needs Further Information' 2 months ago

Steve Marsh added label 'Visit Saved' 2 months ago

SLP Address line  
Address,  
Address,  
Address,  
Address,  
Postcode

United Utilities Water Limited  
Developer Services Water  
Grasmere House  
Lingley Mere Business Park  
Lingley Green Avenue  
Warrington  
WA5 3LP

Email: selfflay@uuplc.co.uk  
Telephone: 0345 026 8989

Date: XX.XX.XX  
Our ref: 41000000

Dear [Insert],

Agreement(s) – [INSERT REFERENCE NO. AND SITE] dated [INSERT DATE] between United Utilities Water Limited, [INSERT NAME OF SLP] (the “SLP”) and [INSERT NAME OF DEVELOPER] (the “Developer”) (“the Agreement”)

Further to a site inspection visit by the Undertaker on the [Insert Date] please see below the Defect which has been identified and also the locations of the Defects:

- Branch outside plot 88 needs cleaning out to expose valve
- End hydrant outside plot 81 needs stone clearing from hydrant, also frame and lid need re-aligning
- Branch outside plot 95 needs cleaning out to expose valve, also possible chamber rebuild
- Five hydrant at the side of plot 95 needs cleaning out to expose hydrant
- Branch valve outside plot 57 needs exposing
- End hydrant outside plot 11 needs cleaning out
- Raizer on end hydrant outside plot 11 will need to be re-aligned
- Branch valve outside plot 51 needs exposing
- Branch valve outside plot 38 needs chamber cleaning out, and a chamber rebuild

We also attach a [syn](#) recording to aid with the location of the respective Defects set out above.

We request that you rectify such Defects within the next twenty (20) Days and advise us in writing at the above email address of the Defects that have been rectified.

Should any Defects not be rectified within 20 Days you (in accordance with clause 3.13 of the Agreement) shall reimburse us for all such proper and reasonable costs as may be incurred by us to remedy the Defects or make good the Self Lay Works.

Yours faithfully

Developer Services  
United Utilities Water Limited

# Plan of tracking and updating YOU

## Asset capture Infringement process – Developer and SLP

A new dashboard has been created to compile the history of the site we are visiting. You will receive an infringement notification from our DSI and before receiving a quote for repair, you have 28 days to rectify. After such period we will be sending you a quote for repair. There is now an administrative charge even if you do decide after this time.

**‘We will be notifying you that we will be carrying out this work’.**

Controls    Sort by Date: This year    Sort by User: All

Latest Infringement Reports												
User	Case Number	Address	Plot Nr.	Ref. Number	SLP Developer	Status	Outcome	Rectification Link	Date of Infg. Capt.	Date of Infri.	Days Diff	Status
Peter Ives	02009676	Ross...	163	1709109189	...	Pending	Pending	<a href="#">Rectification Link</a>	Feb-28-2024		1	Pending
Tracey Little	04600892	The...	504	1709116132	...	Pending	Pending	<a href="#">Rectification Link</a>	Feb-28-2024		1	Pending
Tracey Little	04600892	The...	605	1709119132	...	Pending	Pending	<a href="#">Rectification Link</a>	Feb-28-2024		1	Pending
Tracey Little	02017347	M...	109	1709030401	...	Pending	Pending	<a href="#">Rectification Link</a>	Feb-27-2024		2	Pending
Tracey Little	02017347	M...	113	1709022941	...	Pending	Pending	<a href="#">Rectification Link</a>	Feb-27-2024		2	Pending
Tracey Little	02017347	M...	77	1709030224	...	Pending	Pending	<a href="#">Rectification Link</a>	Feb-27-2024		2	Pending
Peter Ives	02019691	D...	93	1707299613	...	Pending	Pending	<a href="#">Rectification Link</a>	Feb-07-2024		22	Pending
Brian Entwistle	02579051	W...	791	1707226619	...	Pending	Pending	<a href="#">Rectification Link</a>	Feb-06-2024		23	Pending
Peter Ives	02016210	T...	218	1707132712	...	Pending	Pending	<a href="#">Rectification Link</a>	Feb-05-2024		24	Pending
Peter Ives	02016210	T...	221	1707132557	...	Pending	Pending	<a href="#">Rectification Link</a>	Feb-05-2024		24	Pending

Infringements Captured  
Total Reports  
**333**

Number of Sites

Developer Services Water



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# Asset Capture video

Developer Services Wastewater

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# Customer Update

Tracey Wright

# Making it easier for you to get in touch ...



It's now easier to get in touch with the right person to talk about your application or development – We have introduced a dedicated Customer Care Team: So we are always available for you

**Self-Lay team**  
0345 026 8989  
(Option 1)

**Water Mains Laying**  
0345 026 8989  
(Option 2)

**Data Audit Team (Meters &  
Trackers for Self-lay)**  
0345 026 8989  
(Option 3)

**Wastewater Sewer  
Adoptions Team (\$104  
Enquiries)**  
0345 026 8989  
(Option 4)



# 0345 026 8989

**Email the right team – [selflay@uuplc.co.uk](mailto:selflay@uuplc.co.uk)**

# Your Feedback

Q1 24-25

1

- Meeting agreed deadlines
- Efficiency

8.2

2

- Efficiency in handling this stage of work
- Quality of information available on the website

8.8

3

- Ease of contact
- Understanding your needs

7.7

4

- Advice and guidance given to progress the work
- Timeliness of response to questions and requests

8.3

5

- Keeping you informed on progress
- Completing work within a reasonable timescale
- Accuracy and completeness of documents

7.8

## Developer Services Measure of Excellence (DMEX)

The headlines...

D-MeX score

8.1



keeping me updated

Offer a call back


Communication

Keeping to the dates

It was too long.

helpful enough when they came to the site.

A goal without a  
plan is just a  
wish



*Continuous Improvement*

# We have listened to you.....



Continuous Improvement Journey



# Easy to do business with #Good customer conversation



# Affordability

Michelle Atkinson

# AMP8 Affordability support

- Largest ever support package at **£525m**, of which **£200m** is shareholder funded
- More than doubling the number of customers supported at over **590,000 (1 in 6 customers)**



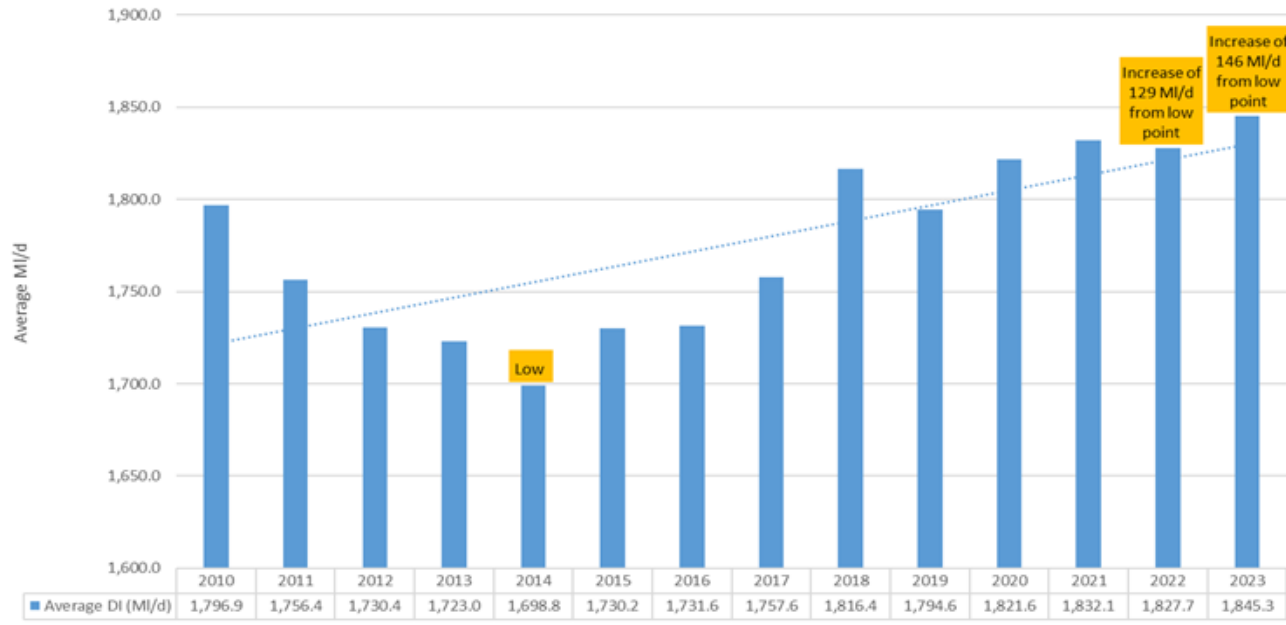
The image shows the cover of the United Utilities Business Plan 2025-30. The cover features a dark green header with the company name 'United Utilities' and the slogan 'Stronger, Greener, Healthier: Our plan for the North West'. Below this, it says 'Business Plan 2025-30'. The main body of the cover is a collage of various images representing the North West region, including landscapes, bridges, buildings, and infrastructure. The bottom of the cover has a white bar with the United Utilities logo and the tagline 'Water for the North West'.

# Customer Demand

Michelle Atkinson

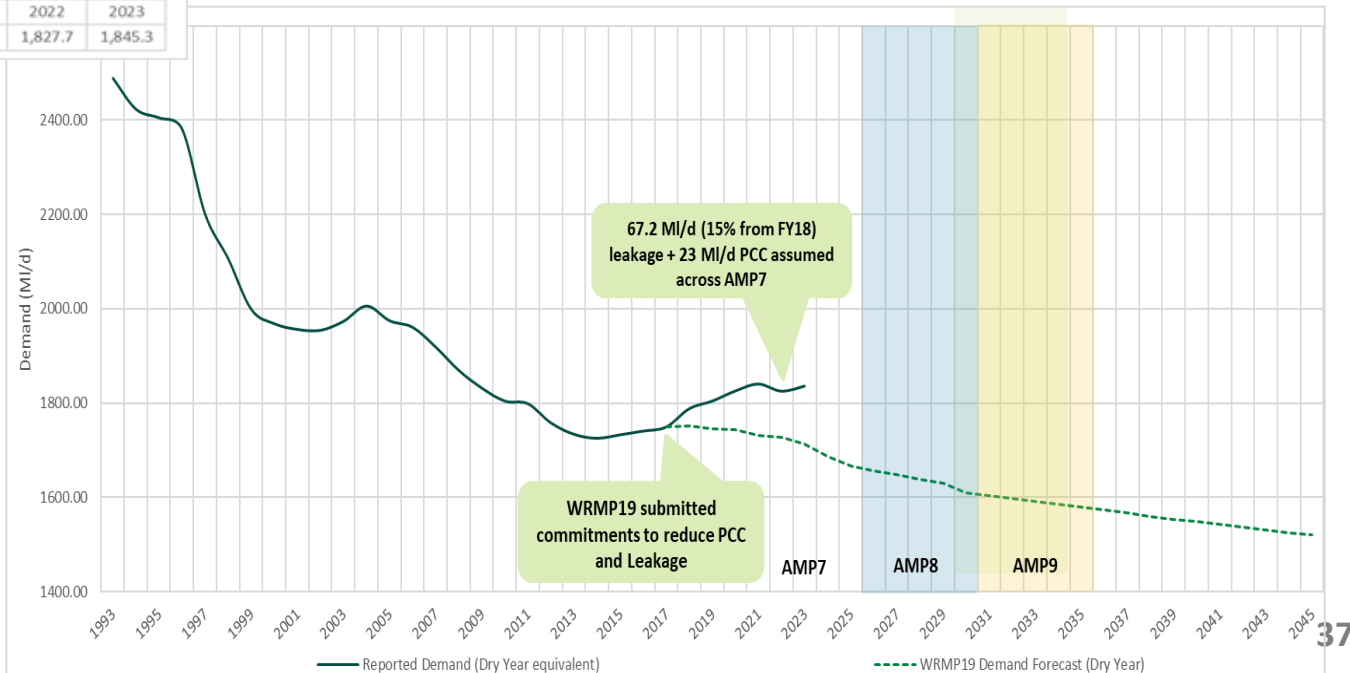
# Supply Demand Balance Index

Monthly average Distribution Input (DI) - calendar year

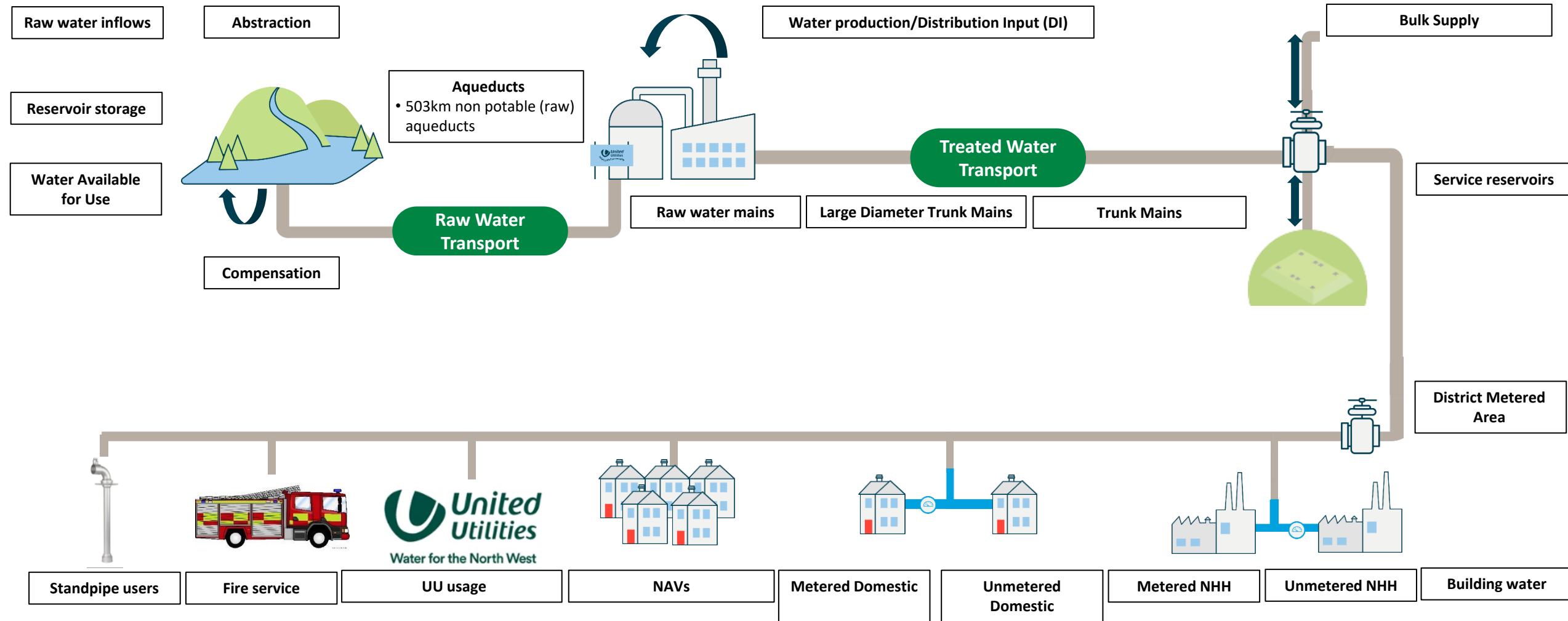


- The Supply Demand Balance Index (SDBI) is an Environmental Performance Assessment (EPA) metric.
- SDBI assesses how the supply demand balance compares to what is set out in our Water Resources Management Plan (WRMP).

- Overall demand is increasing year-on-year.
- The amount of water we are treating for distribution is 100 Mega litres per day (MI/d) higher in 2023 than 2013
- This is significantly above our WRMP19 forecast for 2023 (124 MI/d higher than forecast).



# The end to end water system



# Water without worry

## Cheaper on a meter

It's important that every customer has a new meter installed on moving into a new home



A meter helps customer save water and save money

## Great customer journey

We want to deliver the best service possible



We want to get it right first time and need your help to do this

## Leaks & losses



Water meters help up identify leaks



1 in 8 homes has a leaky loo, which could cost a customer around £450 per annum

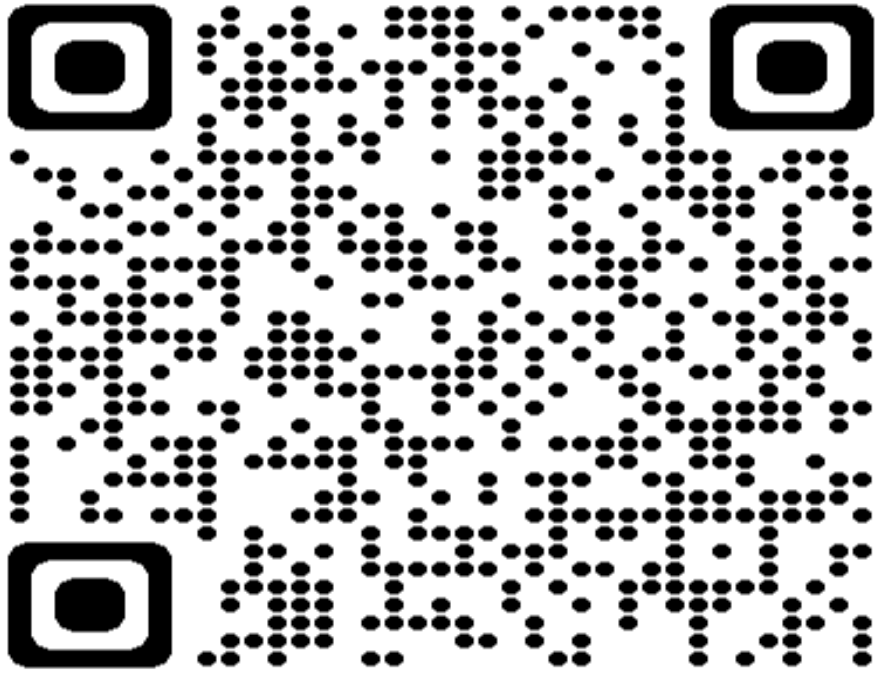
Developer Services Wastewater

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# Q&A



# Thank You



THE  
**WOW!**  
AWARDS



# Safe Journey Home



Developer Services Water



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# Any Questions