

The NAV Application Process

Measuring United Utilities' performance



September 2020

The New Appointment and Variation (NAV) framework allows new companies to enter into the water and wastewater wholesale market. New entrants are known as NAVs or 'new appointees' and they have the same responsibilities as existing water companies (like United Utilities).

New appointees need to speak to the existing water company to negotiate a bulk supply, which is the ongoing supply of water and/or wastewater services to the boundary of the new appointee's area. They also need to request that existing appointees provide infrastructure that the bulk water supply will pass through to reach the new appointee's network, like the pipe that connects a new appointee's network to United Utilities' network. We will also provide infrastructure to take used water away from the site.

WaterUK has developed service level agreements (SLAs) that existing appointees are measured against when working with new appointees during this process. These SLAs ensure that new appointees are treated fairly, and means that the performance of existing water companies can be compared.

This report sets out United Utilities' performance against these SLAs during September 2020.

Our performance in September 2020

We have included the metric references to allow easy comparison to the WaterUK report, where the relevant SLAs are set out in more detail.

WaterUK SLA description	Reference	Quantity	SLA compliance
Incumbent acknowledges receipt of application form and confirms completeness	Metrics WN2.1 and SN2.1	22	100%
Incumbent provides confirmation of unserved status or identifies served properties	Metric WN1.1	14	85.71%
Incumbent provides a bulk service offer letter to the applicant	Metrics WN2.2 and SN2.2	2	100%
Standard bulk service agreement signed	Metrics WN3.1 and SN3.1	0	n/a
Acknowledgement of returned signed agreement	Metrics WN3.2 and SN3.2	0	n/a
Bulk connection payment made by applicant	n/a	0	n/a
Off-site mains construction	Metric WN4.1	0	n/a
Off-site sewer construction	Metric SN4.1	0	n/a
Provision of connection and supply of water for testing	Metric WN4.2	0	n/a
Provision of permanent supply of water	Metric WN4.3	0	n/a