

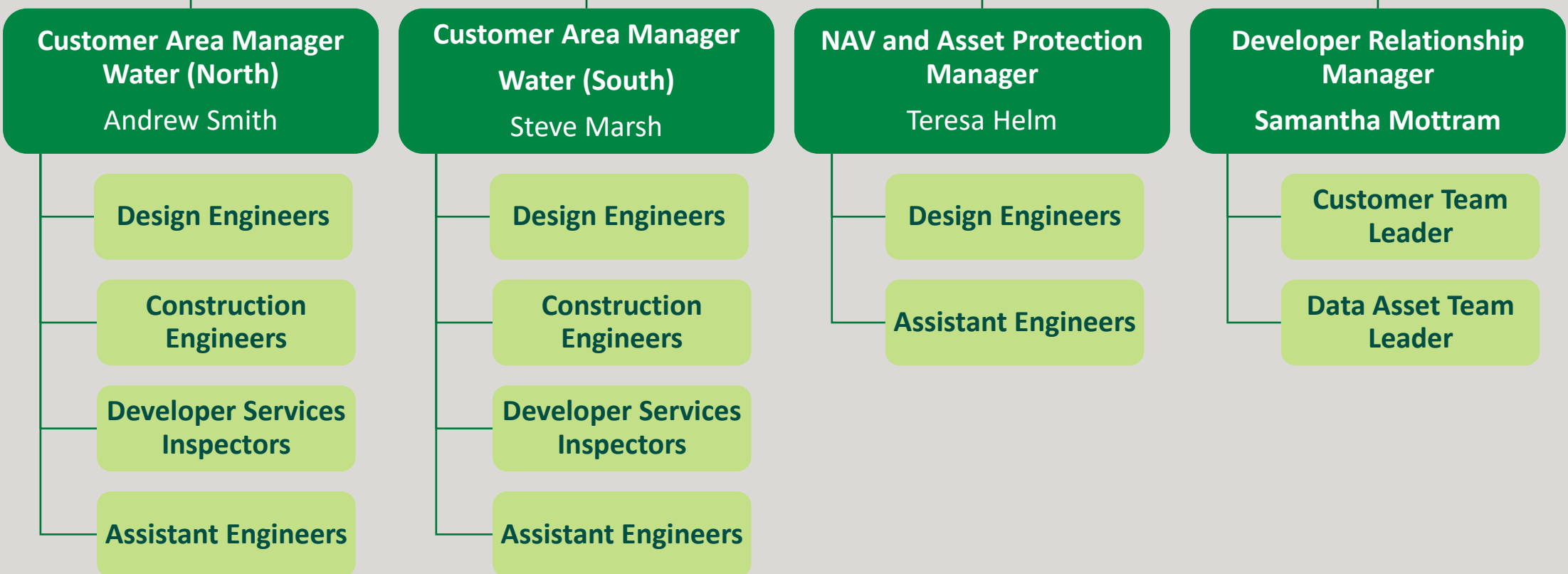


Developer Services Water Technical Forum

October 2023

Andrew Smith, Chris Heywood, Rachel Yates

Customer Operations Delivery Manager
(Developer, SLP and NAV)
Paul Heavey



Water Guidance Update

Andrew Smith

Customer Area Manager - North



Water Guidance Update

Novation / Termination Agreements

What Is the difference between the two agreements?

Novation – where all parties agree to continue with same T&C's in the original SLA

Termination – where the original SLA is terminated, and new agreement set up between new parties on the current years T&C's for remainder of the site

DocuSign

Reminder about DocuSign – all agreements can be sent via this method

In order for us to provide this we need a Named person and their email address for all parties, it cant be an unnamed emailed address – if you would like more info on DocuSign let us know

WIAPS

Reminder about the Process regards WIAPS certificates

It is the responsibility of the SLP to keep and store WIAPS certificates for developments in case of audit by or water regulatory enforcement team - info required on them

Reminder regarding the Selflay mailbox

- When sending applications or queries always send to the mailbox (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.

Applications to self lay service connections

We increased the number of contestable activities that SLPs can carry out – **including self laying service connections.**

What does this mean for you?

- You'll need to ensure you're Lloyd's Register accredited for **construction** and Water Design, or use a WIRS accredited Water Designer, before you apply
- There are also some specific technical criteria your application needs to meet
- SLPs with '**CRUPMC, Construction Routine Under Pressure Mains Connections Accreditation**' can apply under pressure branch connections up to 63mm off designated mains for either non standard services or mains. We are reviewing this to increase to 90mm & 110mm.

11 Whole site from Branch to meter fitted done all by the SLP,
No construction involvement completed by United Utilities

?

What is the Lloyd's Register?

Lloyd's Register operate the Water Industry Registration Scheme (WIRS) on behalf of water utility companies and the WIRSAE accreditation on behalf of Market Operator Services Ltd (MOSL) and water wholesalers.

A WIRS accredited self-lay organisation may perform works on the connection of water mains and supplies to a property, dependent on the status and scope of accreditation.



Proposal to allow 90mm -110mm branch connection contestability from April 2024

The proposal does not represent an increased risk to UU Network

No proposal to increase the size of the host main this will remain at 12" any larger main will automatically non contestable

If volumes reached a level that make a CE being on site for every connection unattainable, a risk based approach would be followed based on the connection.

The only thing changing is the size of the connection being made (90mm and 110mm)

No change to any criteria with regard to UU's existing assets or the techniques used to make the connection

- Risk based approach
- Host main size / material
 - Number of props which could be impacted
 - Experience of SLP (DS knowledge)

The "rules" will remain the same as the current for up to 63mm branch connections

Construction Engineers would be onsite at the time the branch connection is made.

Rules - mitigation of risk

Only SLPs with CRUPMC* are allowed to carry out 25mm, 32mm, or 63mm branch and service connections to host mains up to 12" diameter

Host main must be DI/
CI/SI/AC/PE/ Barrier Pipe
/Steel

Only under pressure connections are allowed

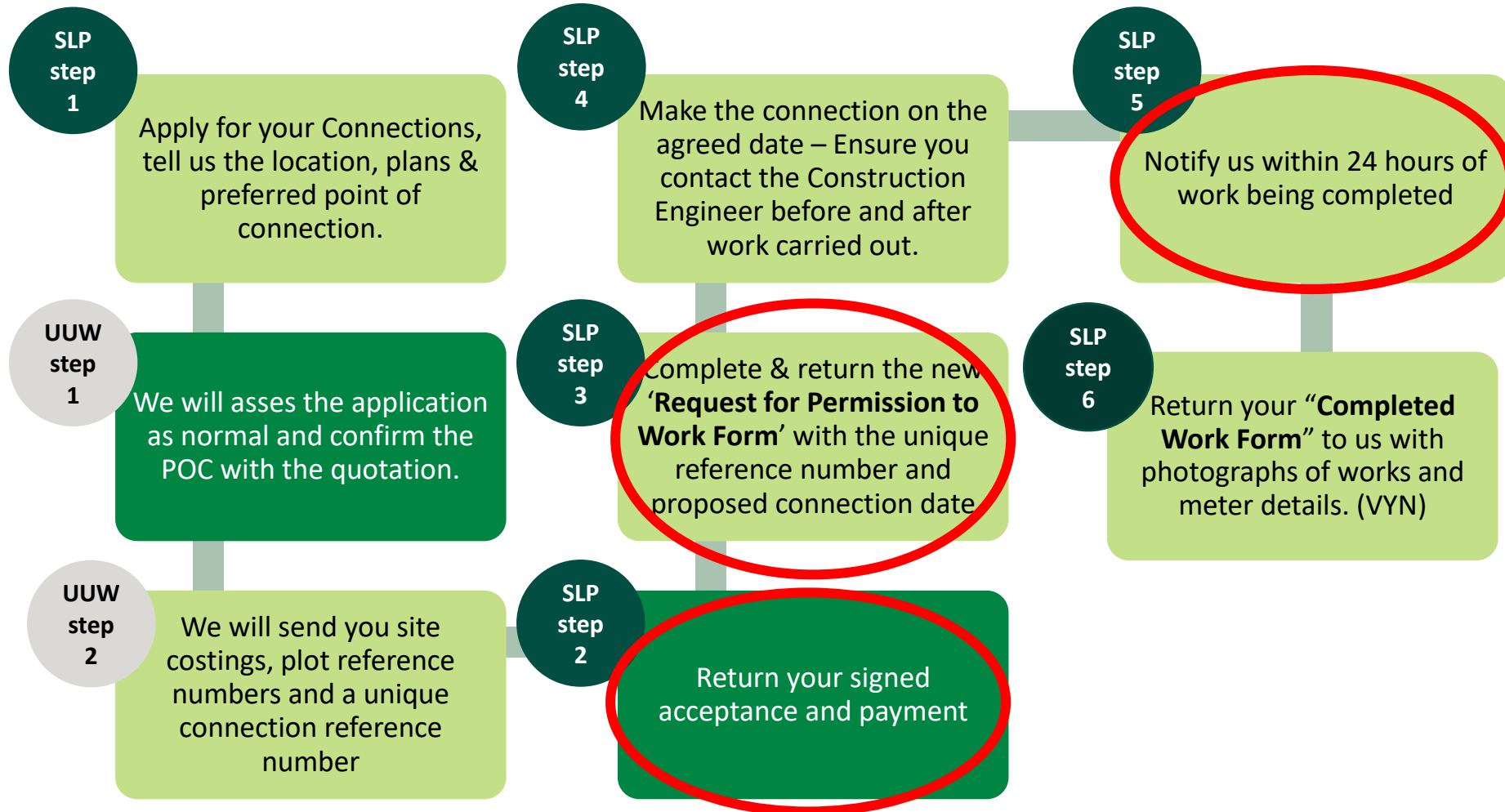
The host main must not be strategic and must serve less than 500 properties otherwise the branch connection is non-contestable

Shut off required - branch connection is non-contestable

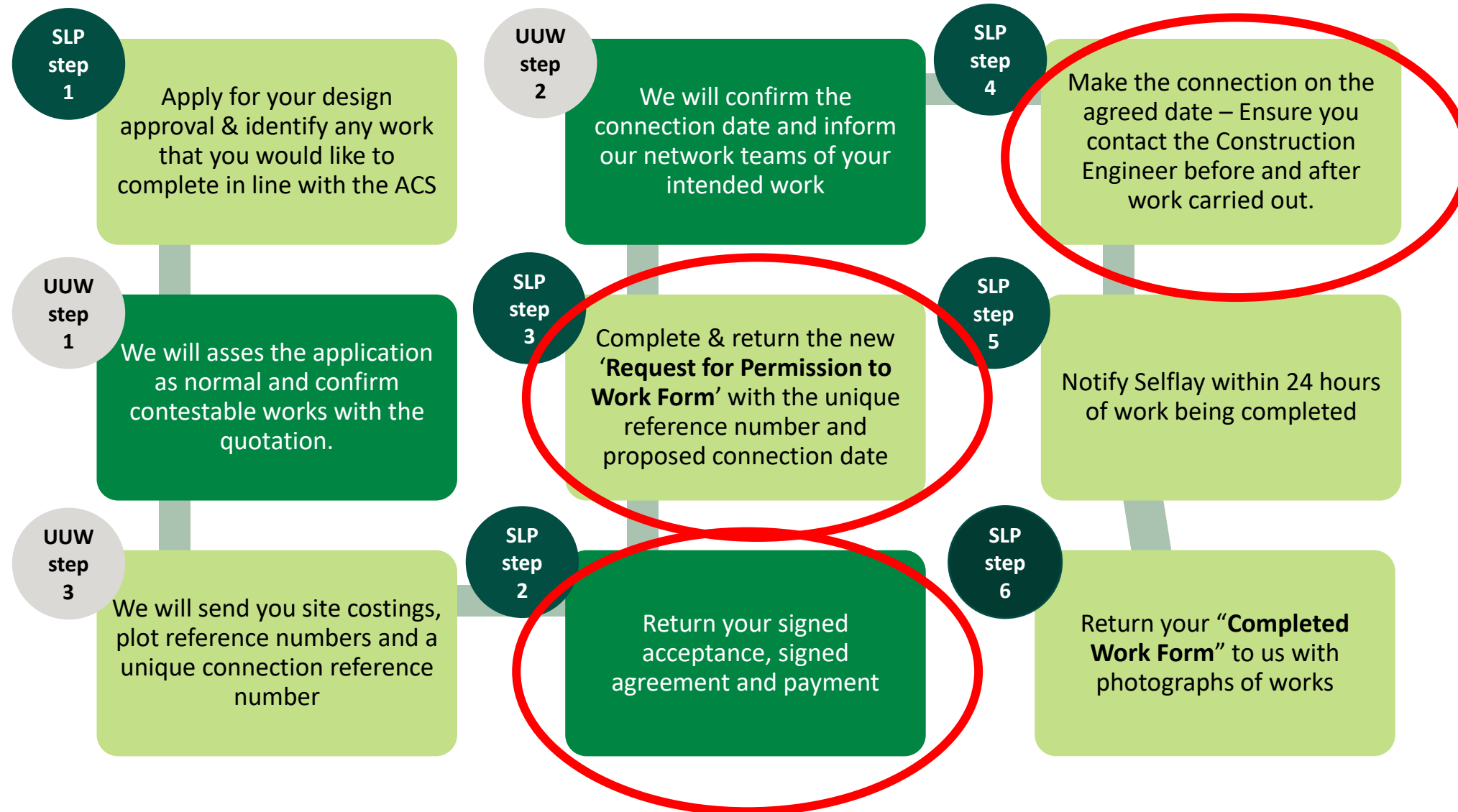
*Construction Routine Under Pressure
Mains Connection



Connections to Existing – What's the process?



Simplified steps for Contestable branch connections – process?



Defect Reporting by our Developer Services Inspectors (DSI)

DSI are now be on site to carrying out audits/inspection on assets installed by SLP's, these series of checks are vital to ensure that we're **adopting reliable assets** that can be **easily maintained and repaired** will continue to **serve our customers for many years**. Our APP, VYN will provide **YOU** and us of this evidence.

Since October 2021, we've had a full compliment of DSI covering the North West. We have now gathered evidence of what standards our DSI are coming across when completing these site visits:



Storyboard	Count
Site Visit	1,783
Site Defect SLP/Developer	359
Pipe Inspection	197
Meter Audit	28
Water Efficiency Audit	5

Right first time – minimal disruption

Future resilience for customers

More opportunities to share best practice

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

Where we are up to?

Infringement process – Developer and SLP

We have a new dashboard 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 notifying you that we will be carrying out this work at a cost to you.

Lingley #12345 • 04 Sep 2023 • Steve.Marsh@uuplc.co.uk

Uu 105 1693830308 7

Case Numbers

View all infringements sorted by case numbers

Lingley #12345 Infringement Capture last updated on 04 Sep 2023 by Steve.Marsh@uuplc.co.uk

SLP / Developer	Uu	Plot Number	105
VYN Reference Number	1693830308		

- Infringement Capture** Steve Marsh 24 days ago (7s)
- Infringement Capture** Steve Marsh 24 days ago (14s)
- Infringement Capture** Steve Marsh a month ago (10s)
- Infringement Rectification** Steve Marsh 2 months ago (6s)
Needs Further Information
Visit Saved
- Infringement Capture** Steve Marsh 2 months ago (7s)
- Infringement Rectification** Steve Marsh 3 months ago (7s)
- Infringement Capture** Steve Marsh 3 months ago (7s)

Infringement process – Developer and SLP

As the below, we will be sending you a unique web link to Vyn, so you are able to prove rectification of the assets.



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
Gasmere House
Lingley Mere Business Park
Lingley Green Avenue
Warrington
WA5 3LP

Email: selflay@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, and a possible chamber rebuild
- Fire hydrant at the side of plot 93 needs cleaning out to expose valve
- Branch valve outside plot 67 needs expiring
- End hydrant outside plot 01 needs cleaning out
- Raiser on end hydrant outside plot 59 needs to be re-aligned
- Branch valve outside plot 51 needs expiring
- Branch valve outside plot 35 needs chamber cleaning out, and a chamber rebuild

DRAFT

We also attach a [vyn](#) 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

United Utilities Water Limited. Registered in England & Wales No. 2366678. Registered office, Hawcree House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington, WA5 3LP

Proposed stakeholder matrix for compliance

