

Engagement with Stakeholders

INTRODUCTION

Engagement and consultation with stakeholders is an important part of ensuring that our approach to charges is fit for purpose, understood and takes into account the legitimate views of customers, retailers and other stakeholders. This document sets out the way in which U UW has engaged with stakeholders as part of the process of establishing 2025/26 charges.

CONSUMER COUNCIL FOR WATER (CCW)

Regular meetings are held with CCW on changes proposed to the Charges Schemes, significant policy changes and to share our approach to the development of charges. A summary of engagement with CCW on charging in relation to all of our Charges Schemes and the actions taken by U UW is included as Appendix 1 to this document.

NEW CONNECTIONS AND DEVELOPER SERVICES CHARGES

U UW has continued to consult with stakeholders on the approach taken for the development of charges for new connections and developer services. In compiling our charges scheme, we have considered comments made over the course of the year by these stakeholders and CCW, alongside feedback from our wider stakeholder consultation activities.

We have an ongoing engagement plan with developer customers which is delivered through a number of channels including our Developer Relationship Manager, regular technical forums, information sessions on charges, regular planned stakeholder meetings and our annual developer conference which has been very well attended for a number of years. Our annual developer conference took place in person on 9 October 2024 in addition to other engagement events continuing on-line with positive attendance and interaction.

Appendix 2 contains a summary of the stakeholder engagement conducted during the year along with the key stakeholders who participated in each activity.

Appendix 3 contains a summary of key feedback from stakeholders and how U UW has addressed this feedback.

RETAILERS AND SELF-SUPPLY LICENSEES

A summary of engagement with retailers and self-supply licensees on charging in relation to all of our Charges Schemes and the actions taken by U UW is included as Appendix 4 to this document.

NAV CHARGING ARRANGEMENTS

U UW has continued to constructively engage with the NAV community during the year. NAVs have used these engagement sessions to highlight areas where we could make our charges more accessible and to ask for clarification on our approach. We continue to engage with NAVs, as part of our annual review of charges, and consider how best to incorporate their ideas into our bulk charges. This included active

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involvement in Ofwat's NAV working group on bulk charges, alongside key NAV stakeholders and other incumbent water companies.

A summary of engagement with NAVs on charging and the actions taken by U UW is included as Appendix 5 to this document.

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APPENDIX 1 – SUMMARY OF CONSULTATION WITH CCW ON 2025/26 CHARGES

Date	Activity	CCW feedback	U UW action
22 March 2024	Meeting held between U UW and CCW to discuss proposed plans for AMP8 regarding social tariffs and other affordability plans, and on the approach and timetable for the finalisation of 2025/26 charges and charges schemes.	Acknowledged	None required
5 June 2024	Meeting held between U UW and CCW which included potential social tariffs for 2025/26	Proposed certain amendments to eligibility criteria for new scheme	Plan to include this
9 September 2024	Meeting held between U UW and CCW to discuss 2025/26 indicative charges and proposed significant changes to household charges for 2025/26.	Acknowledged	To have follow up meeting prior to finalisation of final charges
4 October 2024	Returned completed CCW charges template data request	No issues raised	None required
22 October 2024	Meeting held between U UW and CCW included charges timetable, indicative charges and affordability offerings (no questions possibly set up charges specific meeting with relevant CCW personnel)	No issues raised	None required
25 November 2024	Shared draft Wholesale charges schemes with CCW for comment	No issues raised	None required
27 November 2024	Shared draft Household charges schemes with CCW for comment	No issues raised	None required
28 November 2024	Shared draft New Connections and Developer Services charging arrangement with CCW for comment	No issues raised	None required
19 December 2024	Shared wording with CCW to be included as an appended document to the Assurance Statements about CCW engagement	Confirmed that the wording is appropriate to be used	None required

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APPENDIX 2 – STAKEHOLDER ENGAGEMENT EVENTS FOR 2025/26 NEW CONNECTIONS CHARGES

Activity	Date	Developers	SLP	NAV	HBF	HBA	Fair Water connections	Consultants	CCW
Charges Annual Forum	01 February 2024	✓	✓	✓				✓	
Water Technical Forum inc Charges	07 March 2024	✓	✓	✓				✓	
Wastewater Technical Forum inc Charges	19 March 2024	✓		✓				✓	
Customer Charges Panel Focus Group	29 May 2024	✓	✓					✓	
Wastewater Technical Forum inc Charges	23 July 2024	✓		✓				✓	
Water Technical Forum inc Charges	29 July 2024	✓		✓				✓	
Customer Charges Panel Focus Group	2 September 2024	✓	✓					✓	
Developer Day	09 October 2024	✓	✓					✓	
CCW charges scheme Issued for comment	28 November 2024								✓

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APPENDIX 3 – SUMMARY OF DEVELOPER STAKEHOLDER FEEDBACK

Our stakeholders said:	UU response:
<p>Where Developers want SLPs to bid for sites they want to be able to directly pay us upfront for a single request for either a point of connection enquiry or pre development enquiry for each site. The developer can then use the information provided to tender for the work across the bidding SLPs rather than each SLP separately contact us and be charged separately for this information.</p>	<p>We are currently developing a process which will allow the developers commercial department to submit requests and pay directly for the point of connection or pre development enquiry.</p>

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APPENDIX 4 – SUMMARY OF ENGAGEMENT WITH RETAILERS AND SELF-SUPPLY LICENSEES ON 2025/26 CHARGES

Date	Activity	Action	Retailer / SSL Feedback	UW Action
Regular intervals throughout the year	Service review, meetings with each retailer, frequency as agreed with individual retailers	None	None	None required

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APPENDIX 5 – SUMMARY OF ENGAGEMENT WITH NAVs ON 2025/26 CHARGES

Date	Activity	Action	NAV Feedback	U UW Action
1 February 2024	Charges: Annual Forum	In person communication session to brief 2024/25 new connection charges and outline industry changes coming up for developers (including charges to income offset). This session included communication that the income offset allowance will be coming to an end from 1 April 2025 for schemes entered into after 1 April 2020. In addition the transition arrangements for 2024/2025 and beyond were communicated.	No feedback received	None required
Quarterly (ongoing)	Service review meetings with each NAV. Standard agenda items including site status and application updates	Respond to queries raised by NAV	Positive response to meetings	Monthly meetings confirmed in the diary
Monthly (ongoing)	Settlement of wholesale charges	Wholesale settlement team monthly meeting held with NAV	Positive response to meeting	Monthly meetings confirmed in the diary
9 October 2024	Annual developer day	Key changes to the new connection charges framework from 2025/26 onwards. At this session we outlined the main factors driving significant changes to developer charges. We also continued to confirm our transition arrangements on income offset from 1 April 2025	No feedback received	None required
5 December 2024	2025/26 Charges update:	Follow on session from annual Developer Day held in person on 9 October 2024. Purpose of the session was to present the material from 9 October 2024 (published on our developer services web pages 15 October 2024) on the key changes to new connection charges framework from 2025/26 (including charges to income offset) and provide an opportunity for NAVs to feedback.	No feedback received	None required