

# Meeting note

Tuesday 19 September 2017  
 Church House, Westminster  
 1.30 pm to 3.30 pm

## D-MeX Working Group 1: Set-up meeting

<b>Attendees</b>	
Steve Betteridge	Severn Trent
Nigel Martin	Wessex Water
Louise Watson	South East Water
David Strang	Water UK
Craig Ferrans	HBF
Daniel Borst	Severn Trent
Ben Brownbill	IGL
James Ashcroft	Murphys
Alison Tregale	South West Water
Ian Wyatt	Welsh Water
Martyn Speight	FWC
Patrick Daly	FWC
Samuel Larson	Thames Water
Tim St. John	Bristol Water
Tim Peacock-Bjurstrom	Southern Water
Iain Coleman	Southern Water
Gary Eveson	South Staffs Water
Mike Sloane	South Staffs Water
Andy Cuthill	South Staffs Water
Daniel Saunders	South Staffs Water
Verity Robinson	Yorkshire Water
Stephanie Tunnacliffe	Yorkshire Water
Iain Amis	Anglian Water
Amy Jonson	Anglian Water

Zainab Mohammed	MOSL
Ravi Vasant	Sutton & East Surrey Water
Jon Ashley	Ofwat
Jas Oberoi	Ofwat
Dave Roberts	Ofwat

## Meeting purpose

Ofwat communicated that the aim of the Developer Measure of Experience (D-MeX) Working Group is to aid the design and implementation of D-MeX, and facilitate the development of the detailed pilot, and final guidance that water companies will apply from 2020-2025. This will involve discussing the design of the incentive mechanism, and helping to resolve practical issues, such as data provision. Ofwat remains the decision maker.

The specific aims of this set-up meeting were to:

- Establish the existence and purpose of the D-MeX working groups;
- Discuss some key aspects of the design and implementation of D-MeX raised in the consultation responses; and
- Discuss the timetable, group membership, and set-up future D-MeX working groups.

## Key discussion points:

### Scope of incentive

- The meeting began by discussing developer services customers' priorities, and how this should inform the approach taken to a D-MeX survey.
- There was some discussion over whether a survey approach (as per Ofwat's consultation proposal) or a broader assessment using quantitative metrics (similar to Ofgem's Guaranteed Standards of Performance [GSOP] framework) would be the most appropriate means of capturing the data needed for D-MeX from developer services customers.
- The group also discussed an alternative to Ofwat's proposals, based on a balanced scorecard approach.

## Customer Segmentation

- The group discussed whether D-MeX should be segmented in order to reflect the different customer types active within the developer services market.
- Ofwat put forward the following set of customer segments which had been informed by consultation responses:
  - New Appointments and Variations (NAVs),
  - Self-Lay Providers (SLPs),
  - Small-scale developers (including one-off connections) and
  - Large-scale developers.
- Attendees suggested that, not only do these segments have differing needs from their water companies, but they may also present different challenges in terms of the ease with which they can be contacted for a survey.

## Market reform

- The group discussed how D-MeX fits with Ofwat's wider market reform agenda for developer services.
- Ofwat explained the other work it was carrying out related to developer services such as the Code for Adoption Agreements and the new charging rules for new connections services.
- Ofwat emphasised that D-MeX complements its other initiatives by promoting customer satisfaction with the developer services provided.

## Membership and timetable

- Ofwat proposed following up this set-up meeting with a developer sub-group as well as further meetings of the 'full' working group.
- The dates for the next round of workshops were provisionally agreed.