

Meeting note

Tuesday 24 October 2017
 Centre City Tower, Birmingham
 2.00 pm to 4.30 pm

D-MeX Working Group 2b

Attendees	
Alison Tregale	South West Water
Angela Love	Energetics
Anna Bridgen	Thames Water
Carolyn Davies	Welsh Water
Daniel Borst	Severn Trent
Daniel Saunders	South Staffs Water
David Strang	Water UK
Gary Eveson	South Staffs Water
Iain Amis	Anglian Water
Jane Jonson	United Utilities
Les Hall	Northumbrian Water
Louise Watson	South East Water
Mark Allen	Welsh Water
Martyn Speight	Fair Water Connections
Mike Sloane	South Staffs Water
Nigel Martin	Wessex Water
Paul Voden	Home Builders Association
Richard Robson	South East Water
Steve Winnie	MOSL
Tim St. John	Bristol Water
Victoria Ross	Northumbrian Water
Zainab Mohammed	MOSL
Jon Ashley	Ofwat
Jas Oberoi	Ofwat
Dave Roberts	Ofwat

Meeting purpose

This session reconvened the full Developer Measure of Experience (D-MeX) working group, to continue the discussion on customer segmentation, the Water UK metrics, and the methodological considerations around carrying out a qualitative survey and pilot.

Topic 1: Scope of D-MeX

- Ofwat introduced five segments of developer customers (Self-lay Providers [SLPs], New Appointments and Variations [NAVs], large developers, small developers and one-off connections) whose differing requirements, it was proposed, should be acknowledged in the design of D-MeX.
- The group members discussed whether Ofwat's list accurately reflected the developer services market, and whether a segmented approach was necessary.
- Some group members suggested adding a segment that covered developers working on industrial and commercial premises.
- Ofwat raised the point that any segments must be 'sufficiently different' to justify the potential complexity they would add to D-MeX.
- The group discussed the scope of services provided by developers and how the survey sampling approach could be designed to capture this. The group also discussed whether a standard definition of services that fall in and out of the scope of D-MeX was required.
- One attendee raised the issue of whether under changes to the market codes for the business retail market water companies would still be responsible for services to developers. Ofwat said it would check this point ahead of the next working group meeting.

Topic 2: Design

- Thames Water presented its proposal for an alternative D-MeX methodology.
- The group discussed the elements of Thames' proposal, including the potential inclusion of competition metrics in D-MeX and the relative sizes of the qualitative and quantitative components of D-MeX.

Topic 3: Metrics

- Ofwat asked members for their views on whether it would be appropriate to incorporate some of Water UK's existing developer services metrics into the design of D-MeX.
- Group members discussed how effectively the Water UK metrics might incentivise improvements in developer services and suggested which metrics may be suitable for use within D-MeX.

Topic 4: Qualitative component and pilot

- The group discussed the practicalities of surveying developer customers and designing the pilot.
- A range of issues were considered including: Ofwat's level of ownership of the survey process; how assurance would be achieved; whether the nature of the relationship between developers and water companies may influence how the survey operates; and methods for identifying customer contacts.
- The group considered different options for the survey methodology including: gathering details twice yearly of the last month's interactions from water companies (based on the current SIM approach) and a market research company doing a random digit dial survey of developer services customers once (or twice) per year.