



# Developer Services Measure of Experience (D-MeX) for PR19: D-MeX Working Group – Customer Meeting

9 October 2017

<b>Timing</b>	<b>Item</b>	<b>Lead</b>
10:00 – 10:15	Welcome and introductions Background/aims of the session	Jon
10:15 – 11:00	Topic 1 - Understanding customer segments and priorities	Jas
11:00 – 11:45	Topic 2 - Selection of existing quantitative criteria	Jon
11:45 - 11:55	Break	
11:55 – 12:55	Topic 3 – capturing qualitative feedback from customers	Jas
12:55 – 13:00	Summary and close	Jon

### **D-MeX working group set-up meeting 19 September:**

- Established the existence and purpose of D-MeX working groups;
- Discussed some key aspects of the design and implementation of D-MeX raised in including those from consultation responses:
  - Ofgem's connections incentives and incorporating service levels into D-MeX.
  - Connections customer segments: SLOs, NAVs, large developers, small developers (including one off connections) all with differing needs
- Discussed views around surveying and challenges in identifying survey participants.
- Discussed timetable, group membership, and future D-MeX working groups. Decided to hold this customer-only working group prior to another, with companies.

**The aim of the D-MeX Working Group** is to aid the design and implementation of D-MeX. This includes by facilitating the development of the detailed pilot, and final guidance that water companies will apply from 2020-2025; discussing the methodological details of the data that feeds into the incentive mechanism; helping to resolve practical issues. Ofwat remains the decision maker.

**The aim of today is to** discuss the needs and priorities of customers in different segments, and gather views on the metrics water companies should be measured against, if this was part of the incentive.

Ofgem's incentives for developer services in its RII0-ED1 electricity price control include:

- **Incentive on Connections Engagement (ICE)** for major connections customers.
  - Licensee must submit a forward and backwards looking report showing it has (and has delivered) a comprehensive strategy for engaging with connections stakeholders and has work-plans that have been informed by a broad range of connections stakeholders
  - Licencees submit a report which is assessed by a panel based on pass or fail criteria. Failure is subject to a potential penalty.
- **Customer satisfaction survey (CSS)** for customers requiring a smaller connection.
- **Time to Connect Incentive**
  - a target-based reward-only incentive (smaller than for the CSS)

Following the discussion at the D-MeX Working Group and incorporating some of the Ofgem thinking, we would like to explore with you the option of basing D-MeX on the customer satisfaction survey (which inherently requires customer engagement to ensure high satisfaction levels) and some of the existing Water UK metrics quantitative metrics.

**1. Do you agree that new connections customer base should be segmented in the following manner: NAVs, SLOs, small developers (including one-off connections customers), large developers?**

➤ Are there standard definitions of “large” and “small” developers?

**2. For each segment, what are the key stages in the customer journey?**

**3. Given free reign, what are the top 3 things that each of you would like your water company to excel at?**

	NAV	SLO	Large developer	Small developer	One-off
1					
2					
3					

### 4. What Water UK metrics are most important to you?

Water UK Metrics apply to water supply services and sewerage service and are split into two types:

- **performance** metrics and
- **information** metrics.

Information metrics are intended to give stakeholders further useful information about performance data but are not used to score companies' overall performance.

### 5. Which key metrics should be included in D-MeX?

Source: <https://developerservices.water.org.uk/public/metrics>

# Water Metrics

W1.1	Performance	Pre-development enquiry – reports issued within target	21 days (Non-statutory)
W2.1	Performance	s45 applications – written acknowledgements within target	5 days (Non-statutory)
W2.1a	Information	s45 applications - refused/returned/questioned	None
W3.1	Performance	s45 quotations - within target	28 days (Non-statutory)
W4.1	Performance	s45 service pipe connections - within target	21 days (Statutory)
W4.1a	Information	s45 service pipe connections - within extended target	None
W5.1	Performance	Mains design - written acknowledgement within target	5 days (Non-statutory)
W5.1a	Information	Mains design - forms refused/returned/questioned	None
W6.1	Performance	Mains design <500 plots - quotations within target	28 days (Non-statutory)
W7.1	Performance	Mains design >500 plots - quotations within target	42 days (Non-statutory)
W7.1a	Information	Mains designs >500 plots - as % of total mainlaying jobs	None
W7.1b	Information	Mains designs >500 plots - % where extension agreed	None
W8.1	Performance	Mains construction within target	90 days (Statutory)
W8.1a	Information	Mains construction within extended target - as % of all mainlaying jobs	None
W16.1	Performance	Mains diversions - written acknowledgements within target	5 days
W16.1a	Information	Mains diversions- applications returned/refused/questioned	None

W17.1	Performance	Mains diversions (without constraints) - quotations within target	42 days	<a href="#">View Definition</a>
W17.2	Performance	Mains diversions (with constraints) - quotations within target	By agreement	<a href="#">View Definition</a>
W17.2a	Information	Mains diversion quotations - % where agreed extension	None	<a href="#">View Definition</a>
W18.1	Performance	Mains diversions - construction/commissioning within target	90 days or by agreement (Non-statutory)	<a href="#">View Definition</a>
W19.1	Performance	Self-lay point of connection applications - written acknowledgements within target	5 days (Non-statutory)	<a href="#">View Definition</a>
W20.1	Performance	Self-lay Point of Connection reports < 500 plots etc - reports issued within target	21 days (Non-statutory)	<a href="#">View Definition</a>
W21.1	Performance	Self-lay Point of Connection reports >500 plots etc - reports issued within target	28 days (Non-statutory)	<a href="#">View Definition</a>
W22.1	Performance	Self-lay design approval and terms request application - written acknowledgements within target	5 days (Non-statutory)	<a href="#">View Definition</a>
W23.1	Performance	Self-lay design and terms request <500 plots etc - quotations within target	14 days (Non-statutory)	<a href="#">View Definition</a>
W24.1	Performance	Self-lay design and terms request >500 plots etc - quotations within target	28 days (Non-statutory)	<a href="#">View Definition</a>
W25.1	Performance	Self-lay signed agreement - acknowledgements within target	5 days (Non-statutory)	<a href="#">View Definition</a>
W26.1	Performance	Self-lay water for pressure/bacteriological testing - provided within target	28 days (Non-statutory)	<a href="#">View Definition</a>
W27.1	Performance	Self-lay permanent water supply - provided within target	14 days (Non-statutory)	<a href="#">View Definition</a>
W28.1	Performance	Self-lay vesting certificates - issued within target	7 days (Non-statutory)	<a href="#">View Definition</a>
W29.1	Performance	Self-lay Asset Payments - issued within target	35 days (Non-statutory)	<a href="#">View Definition</a>
W30.1	Performance	Self-lay plot references and costing details - issued within target	14 days (Non-statutory)	<a href="#">View Definition</a>

# Sewerage metrics

Reference	Type <a href="#">?</a>	Title	Target
S1.1	Performance	Pre-development enquiry – reports issued within target	21 days (Non-statutory)
S2.1	Performance	Sewer requisition - written acknowledgement of applications within target	5 days (Non-statutory)
S2.1a	Information	Sewer requisition - applications refused/returned/questioned	5 days (Non-statutory)
S3.1	Performance	Sewer requisition design – offers issued within target	Period agreed between undertaker and customer (Non-statutory)
S4.1	Performance	Sewer requisition – constructed and commissioned within agreed extension	180 days (Statutory)
S4.1a	Information	Sewer requisition – constructed and commissioned - extensions agreed	None
S5.1	Performance	Technical vetting of adoptions & diversions– acknowledgements within target	14 days (Non-statutory)
S5.1a	Information	Technical vetting of adoptions & diversions – applications refused/returned/questioned	14 days (Non-statutory)
S6.1	Performance	Technical vetting of adoptions & diversions – approval or rejection letters within target	28 days (Non-statutory)

S6.1a	Information	Technical vetting of adoptions & diversions – extensions agreed	None
S7.1	Performance	Adoption legal agreement – draft agreements issued within target	14 days (Non-statutory)
S8.1	Performance	s106 sewer connection - approval letters issued within target	21 days (Statutory)
S9.1	Performance	s106 sewer connection - rejection letters issued within target	21 days (Statutory)



## 1. If we were to gather qualitative feedback from customers (for example for a survey) how could that be implemented amongst the different customer segments? Examples:

- Gathering details twice per year of the last month's interactions from water companies and (based on current SIM approach)
- Market research company doing a random digit dial survey once (or twice per year)

## 2. What challenges are there amongst the different groups in gathering qualitative feedback?

	NAV	SLO	Large	Small developer	One-off

**Thank you for attending**