

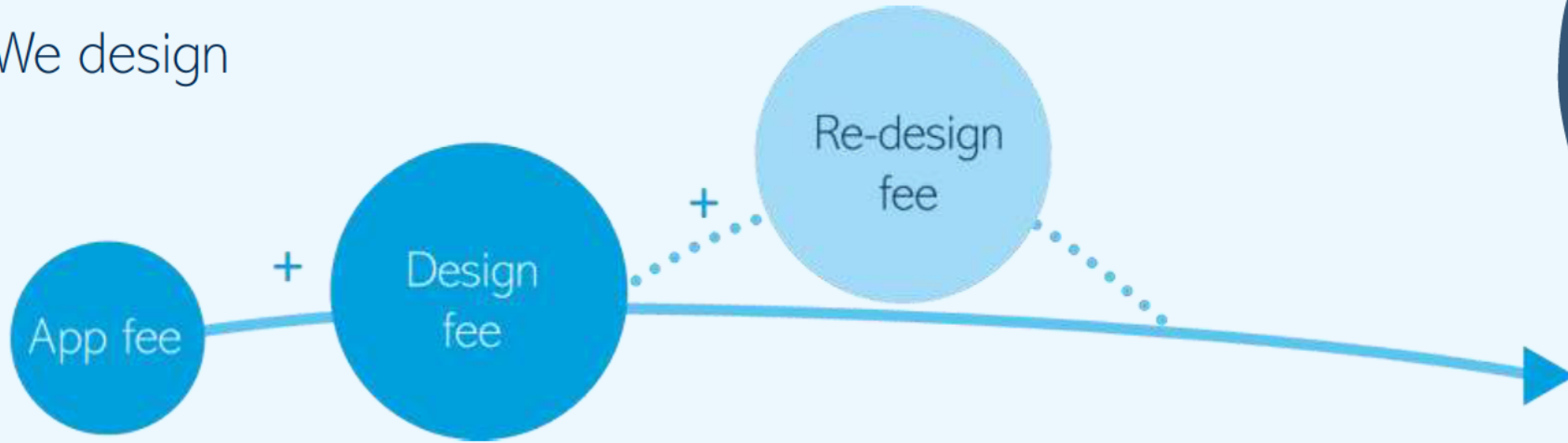
### 3. Upfront fees for new mains

- How will the fee work?
- Why is it changing?
- Table discussion



# How the upfront fees will work

We design



The introduction of fees should be cost neutral if we design the main, while others could do this cheaper

Someone else designs



Fees would be payable upfront, at the application stage

## Why we're splitting out these fees for new mains

- **Transparency.** Currently all the costs are bundled into one price
- **Competition fairness.** Payment after design doesn't encourage others to design mains in our region

## What it means for **you**

Where someone else designs the main:

- A charge will be made to approve the design (this will be cheaper and quicker than us doing the designing)
- The main must be built to our design standards

# Upfront fees for new mains - table discussion

## Learning from others

Which companies have particularly easy fee structures from your perspective?

## Third party design

Will upfront fees for new mains stimulate demand for self or third party design?

## Principles

Do you agree this is a necessary step to ensure our charges are transparent and customer focused?



## 4. Transition

- Avoiding double payments
- Length of time
- Table discussion



# Transition

Handling new connections under the old rules when the new rules are live

Avoiding double payments in the changeover

- We can't offer an income offset/asset payment *and* also a credit under the 2020 model

Length of time

- We'll need to set a length of time for the changeover period to run

Administration and cost

- A longer transition process would increase our admin burden and make our service more expensive



We need to minimise disruption to ongoing schemes while reducing overhead and confusion

# Transition - table discussion

## Service

The longer the transition process, the more expensive our service – how do you feel about paying more?

Should we consider only quoting for the current phase of a main but provide a budget estimate for the entire scheme? With immediate effect?

## Cutover period

How long should we honour infrastructure charges paid in advance under the old rules?

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Join at

**slido.com**

**#yr2020**

We're talking about **zonal charges**  
and **water efficiency** after lunch.

Are there other charging topics  
you'd like to discuss?



📄 Top questions (4)

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 Anonymous

2 👍

Topics you've chosen look good to me



1 👍

What process will be adopted where a Thames only provide the waste, South East Water & Affinity

 Anonymous

0 👍

Where is my incentive for installing rainwater harvesting and when are you going to adopt non-potable recycled water networks (metered revenue from SuDS ponds)?

Latest question

 Anonymous

0 👍

Under the new proposal - Will the new infrastructure charges and credits stay the same or are they likely to increase one more than the other, and why?

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# Let's have lunch

See you at 13:00

# Topics

Zonal  
charges

Water  
efficiency

From  
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# 5. Zonal infrastructure charges

Scaling of infrastructure charges so that zones with greater network reinforcement needs have higher prices

Homeowners would be impacted

## Table discussion

Would this be transparent & how easy would it be for developers and customers to follow?

Would this act as an incentive for where to build?



# 6. Water efficiency incentives

Table discussion

We already encourage efficiency measures through visits and devices

Making a new incentive big enough to genuinely change developer designs may not be possible

This cuts across all of the charging principles:

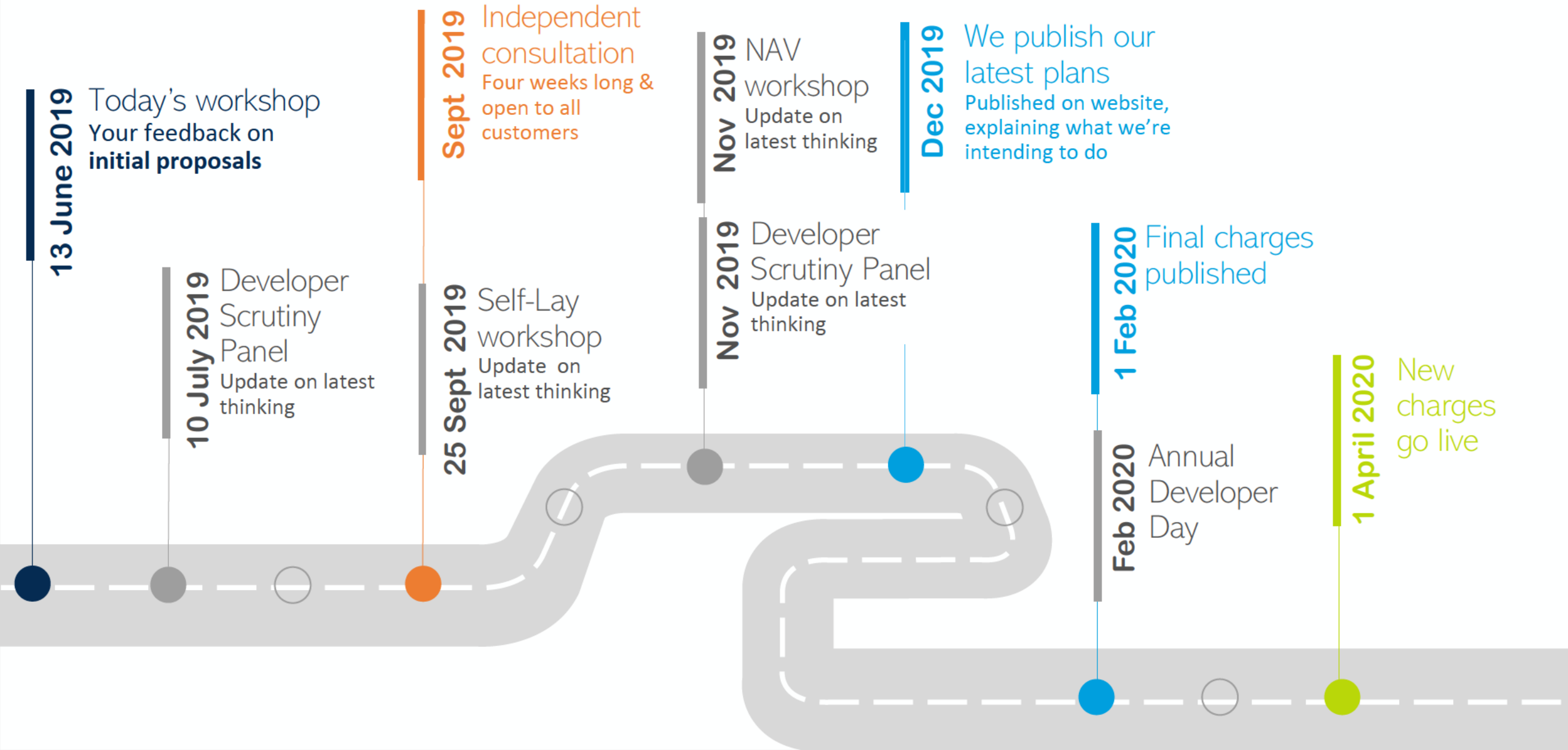
- Fairness and affordability
- Environmental protection
- Stable and predictable charges
- Transparent and customer focused charging

Where do we strike the balance?



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# What's next?



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# Independent consultation

Live poll with the workshop audience

We're arranging independent research about our connection charges, to be carried out in September.

What are effective ways to consult with you further on this topic? Select as many as apply.

030

Email



Online survey



Telephone call (1:1)



Conference call (in a group)



Face-to face meeting (1:1)



Face-to face meeting (in a group)





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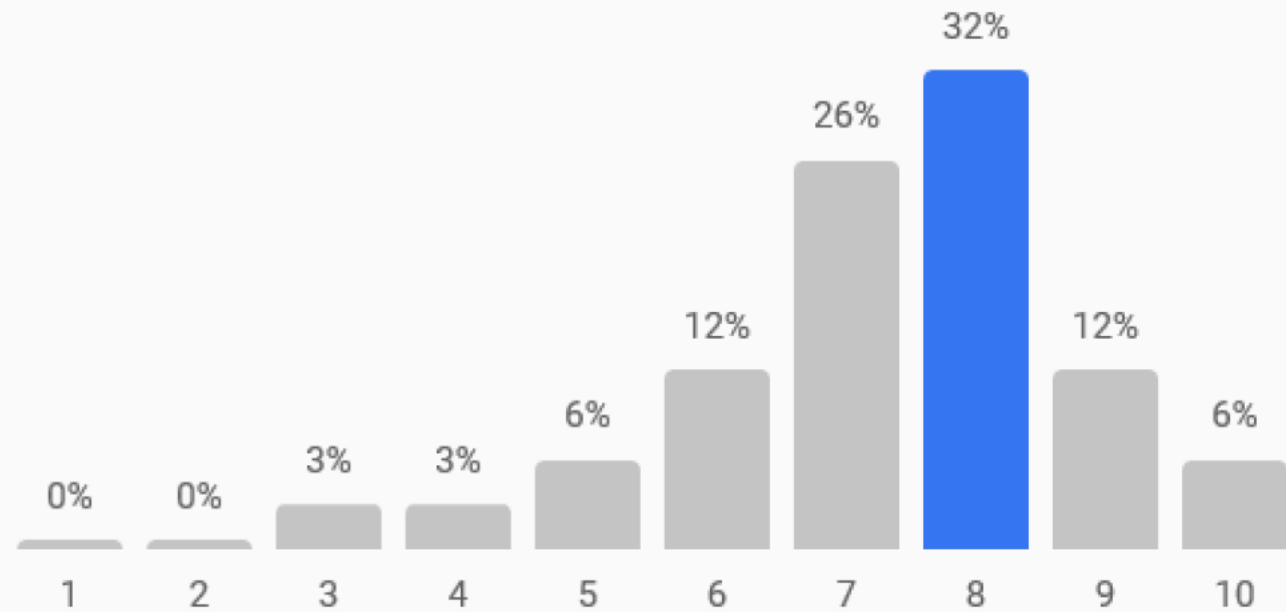
# Your feedback

Live poll with the workshop audience

After today's discussions, how well informed do you feel about the changes to new connection charges coming in April 2020?

0 3 4

Score: 7.3



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## How did we do today?

Feedback survey

Q: We're arranging independent research about our connection charges, to be carried out in September 2019. Would you like to be considered to participate?

19 attendees registered interest – thank you!



**More opportunities to engage with us...**

# Get monthly news and invites to our events.



Subscribe to our email newsletters:

Developer newsletter

<http://eepurl.com/c8arwL>

Self-lay newsletter

<http://eepurl.com/cV8bVz>



# Ask the expert.



“Sound advice and clear direction”

“Solutions our team hadn’t considered”

“Expert information at the correct level”

“Provided technical guidance and clarity”

Need advice about a complex site?

Talk to our specialists face-to-face at our technical surgeries in Reading.

## 2019 dates:

21 February

21 March

25 April

23 May

20 June

18 July

15 August

12 September

10 October

7 November

12 December

Book in at

<http://tinyurl.com/twexperts>



# Developer Services Charity Golf Day

Join us for 18 holes of golf, where you'll be up against members of our senior management team. You can look forward to a networking lunch as well as a charity auction at the end of the day.

**When:** Tuesday 30<sup>th</sup> July, 08:30 to 16:00

**Where:** Harleyford Golf Club, Marlow

**Tickets:** £150 per person

## All for a worthwhile cause

Contributions will support our ongoing partnership with WaterAid and will help to give more people living in communities in Malawi access to safe water.

## Securing tickets

- Online: <https://bit.ly/30COIM7>
- Call [REDACTED]
- ...or [REDACTED]
- Email [h2w0w@thameswater.co.uk](mailto:h2w0w@thameswater.co.uk)



Any  
questions?







**Thank you**