



Code for Adoptions Self-lay workshop

20 November 2018

Note on distributed slides

This slide deck was used as a basis for discussion and feedback, and so some of the content in these slides are proposals and may not be definite.

We're sure this was clear for those of you in the room on the day, but please don't hesitate to speak to us if you need any clarity - we're here to help.



Opening



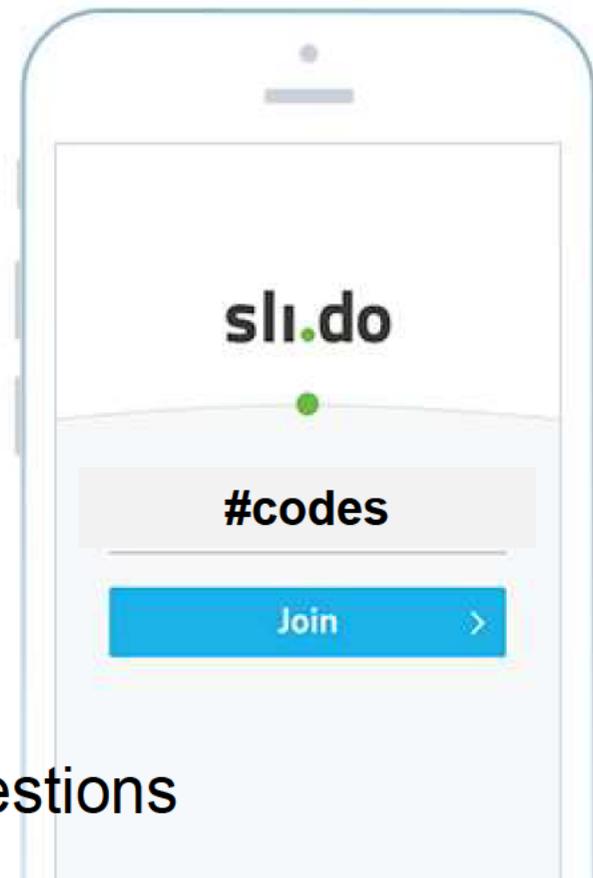
Get connected now

slido

1. Check you have 4G or connect to wifi:
 - Network name: HIEX
 - Username: **525660**
 - Password: **333627**
2. Go to **www.slido.com**
3. Enter **#codes**

It's anonymous – or not!

⁴You can also vote for other people's questions



Before we begin



Fire safety

- **Fire drill:** Not today
- **Fire exits:** Back of this room and head down the stairs
- **Assembly point:** Exit the reception doors and turn right



Facilities

- **Toilets:** Both on the left as you exit this room
- **Smoking area:** To the right as you exit the building, there are smoking bins on the walls



Phones

- Keep them on for **slido**, just **silence** them please



Objectives for the day

- To ensure good understanding of the **proposed national procedures** which all water companies and SLPs will have to follow, and to highlight where these differ from current practice in the Thames Water region
- To capture your insight on how we can **build our processes and communications** to be as painless as possible for everyone
- To give an insight into **other areas of the Water UK consultation**

What's in store?

Time	Topic	Host
09:00	Opening	[REDACTED]
	Self-lay update	[REDACTED]
	Codes progress update	[REDACTED]
	Process walkthrough: stages 1-3	[REDACTED]
	Your feedback: stages 1-3	[REDACTED]
10:30-10:45	Break	
	Process walkthrough: stages 4-5	Table discussions
	Your feedback: stages 4-5	[REDACTED]
11:30:11:45	Break	
	Process walkthrough: stages 6-7	Table discussions
	Your feedback: stages 6-7	[REDACTED]
	Consultation walkthrough	[REDACTED]
	Q&A and wrap up	[REDACTED]
13:15-14:00	Lunch	

Our vision remains the same.

To promote choice in connections, such that:



Developers understand their choices and can select the option that's **best for them** – and that might not be us



Self-lay providers and NAVs **get the service they need** from us to deliver with excellence



Our people **understand** how to work with alternative providers to deliver a great service for all



Before we begin



On a scale of 1 to 10, at this point in time, how well equipped do you feel to answer Water UK's consultation?



Self-lay update

[Redacted]

[Redacted]

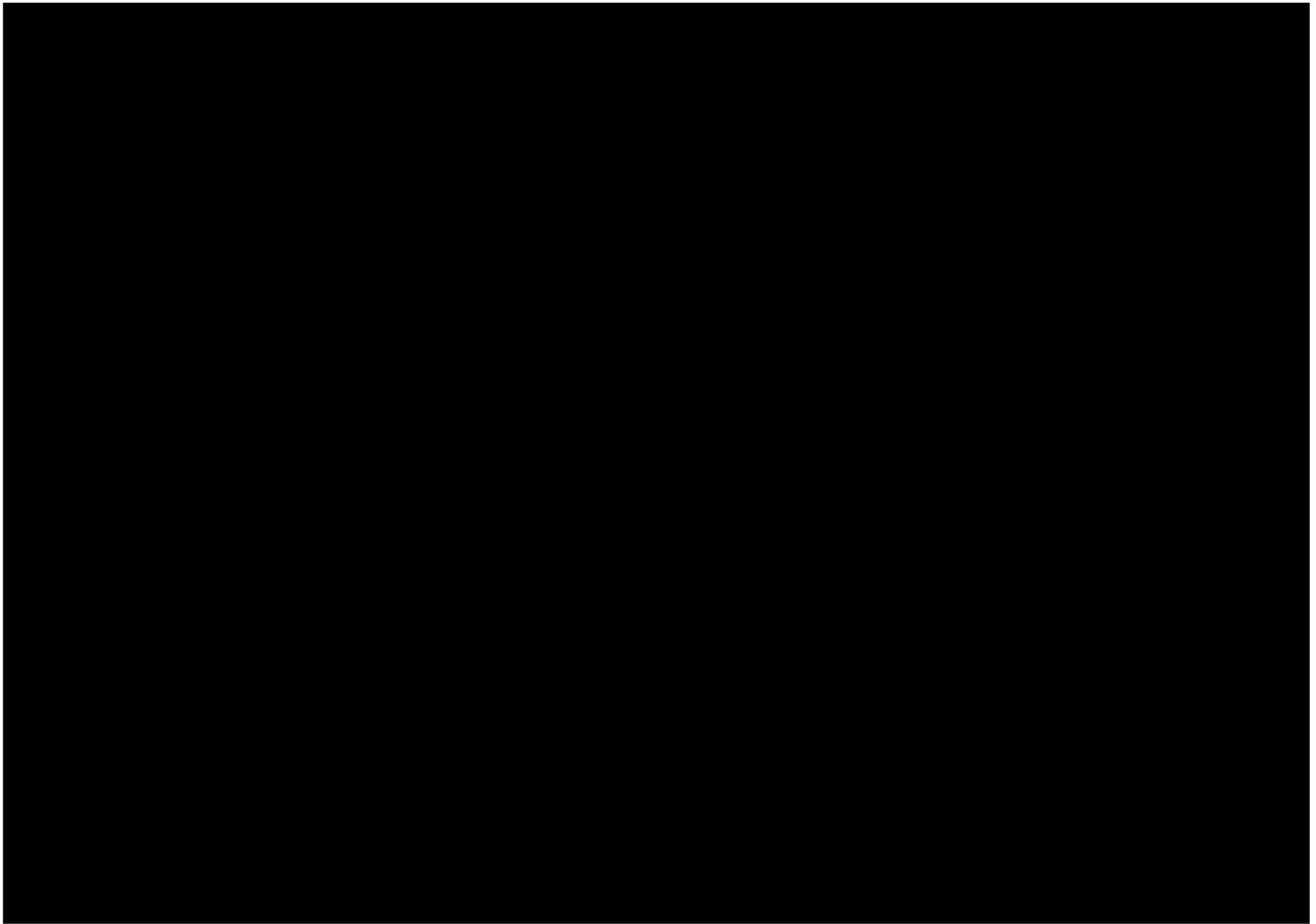


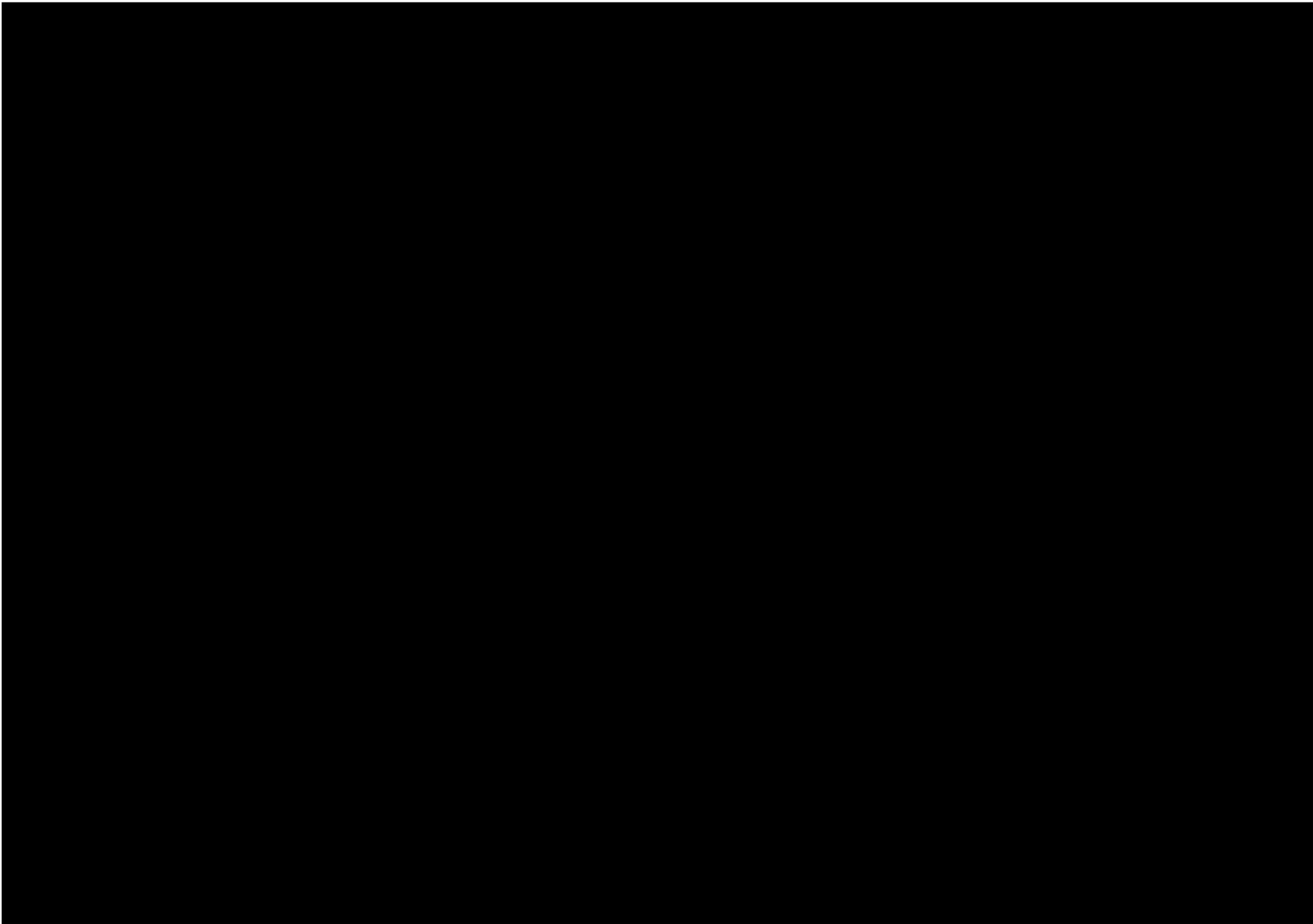
Structuring ourselves to deliver

The things you care about...

- Be dependable and meet SLAs - delivery delays tarnish my reputation
- Be proactive with communication to keep me up to date about progress.
- Transparency – help me understand your processes, SLAs, who to contact and how to escalate.
- Effortlessness – make it easy for me to track and manage jobs with Thames Water, be flexible and collaborative – every job's different.
- Promote competition – maintain a level playing field, don't block me getting work.

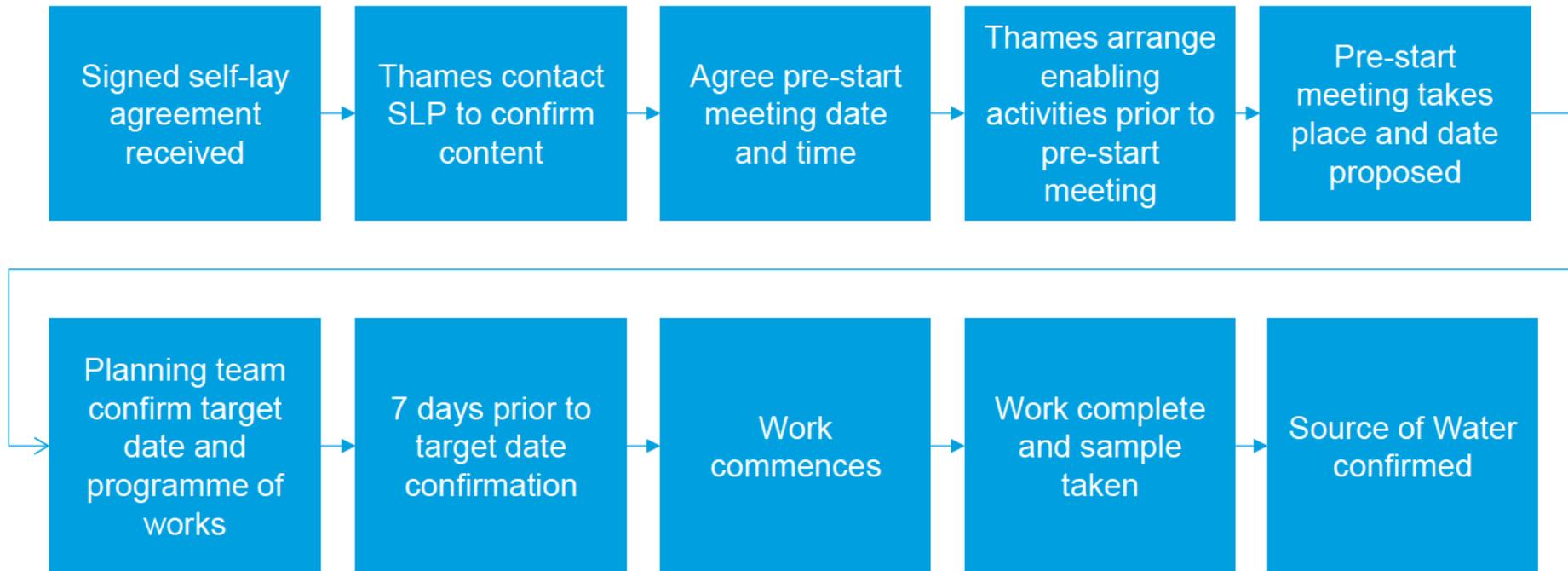






Source of Water process

- We are working hard to improve our source of water service



- Trial currently running in Thames Valley area



Benefits

- Providing a proposed source of water date during pre-site meetings.
- Requesting permits to works earlier to help prevent these causing delays
- Improved communications with regular touch points.
- Planning team utilising new customer contact functionality within their works management system to support keeping you informed.
- When things don't go to plan, we are more agile to deliver a temporary solution.

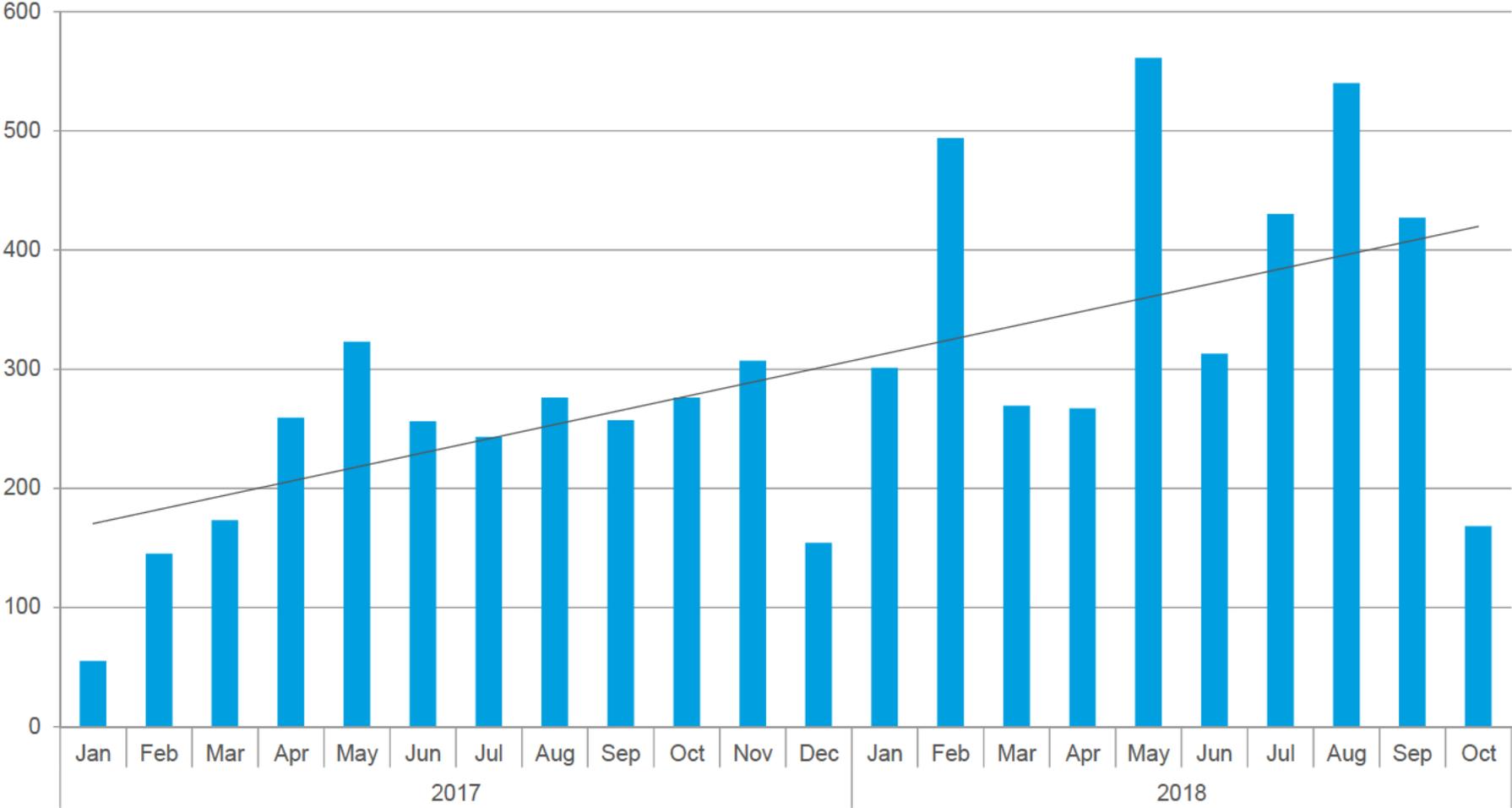
Still to do

- Providing you with indicative information of the traffic management and/or 3rd party delays more in advance



Continued growth

Connections by month



Process review

- We have been reviewing each step across our process
- Routine mains connection checks are more thorough setting up the next steps in the process better
 - Length of chlorinated main used for vesting and needs to match the as constructed drawing
- Ensuring vesting occurs promptly after confirmation a main has been connected
 - Vesting will follow the chlorination length
- Asset payments
 - This has been challenging – without all the correct information I cannot release an asset payment

Still to do

- TAPS5 certification – ensuring these are received with the notification to connect services rather than after the connection is made

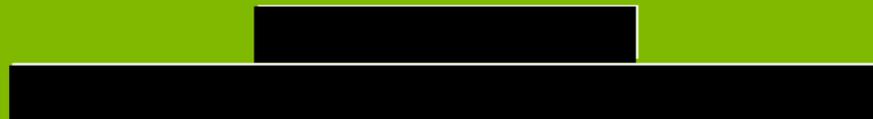


Interacting with us

- Workflow management – sending everything through a central inbox so that requests and submissions are dealt by the team most effectively - developer.services@thameswater.co.uk
- Improvement in written communications – letter templates for key steps
- Maintaining a better records of how each job is progressing
- Proactive phone calls to resolve issues
- Key information regarding delivery dates on SL agreement
- Permits to work for under pressure work
- Weekly whereabouts – ensuring these are received by Thames Water on Wednesday ahead of the following week including all works mains and services
 - Providing an updated whereabouts if the original changes



Progress update



Topics

Topics covered as part of the Programme are:

- Procedures
- Local Practices
- Levels of Service
- Minimum Information
- Contestability
- Design Standards
- Model Adoption Agreement
- Redress
- Governance



What is it?

A code under which water and sewerage companies are expected to follow the **Sector Guidance** and use **Model Adoption Agreements**, only deviating from them in certain specified circumstances.



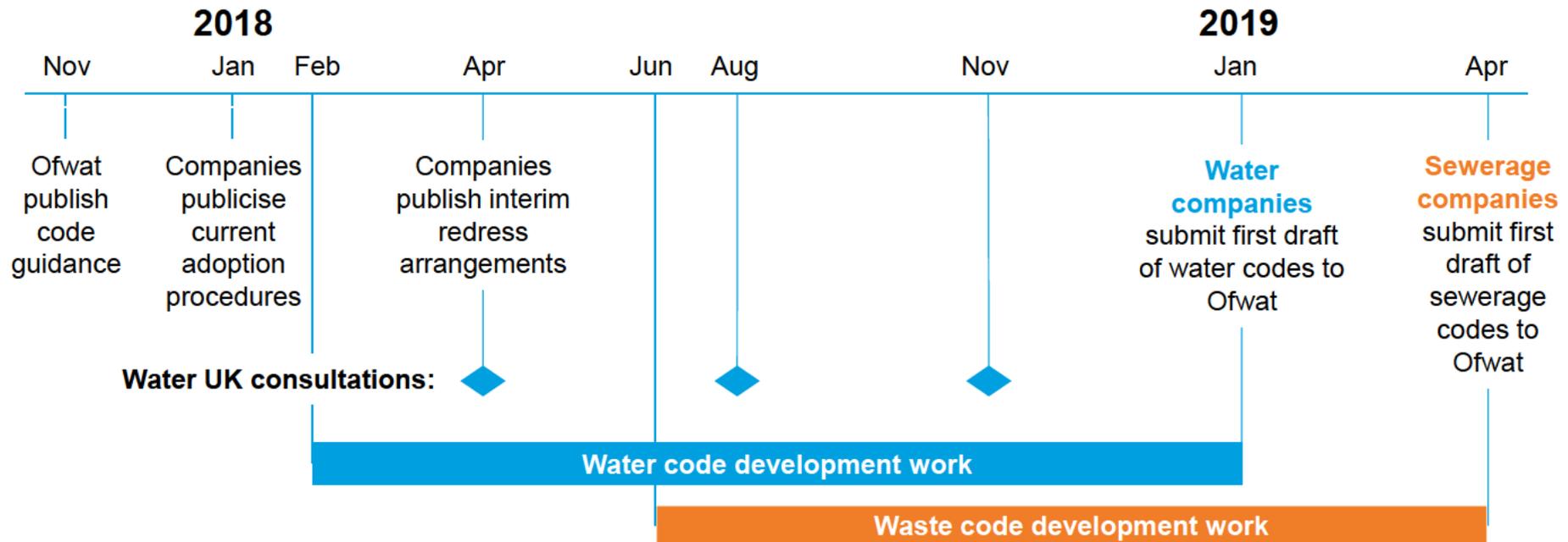
What does it mean?

All water and sewerage companies will essentially be following a **standard process** when dealing with SLPs and allowing wastewater adoptions.

This will mean that almost every company will be **making some changes to the way they interact with you** once this is implemented.



Timeline in the guidance



Ofwat makes the final decision on the content of the Sector Guidance and Model Adoption Agreements.

If Ofwat disagrees with the submission, it will seek a further consultation.

Once Ofwat confirms acceptance, water companies must comply within 30 days.



Programme update

Various working groups have been set up on the Water UK programme which includes representatives from the Self Lay Providers, Developers and Water Companies.

The remit of these groups are to look at policy, technical standards and processes with an overarching Steering Group to oversee all elements of the programme.

The groups have been working on creating the documents which feed into the final submission into Ofwat on 7 January 2019. These form part of the Sector Guidance and Model Agreement.

The **final public consultation** is out for review and closes on the **26 November 2018**.



Process walkthrough

Table discussions

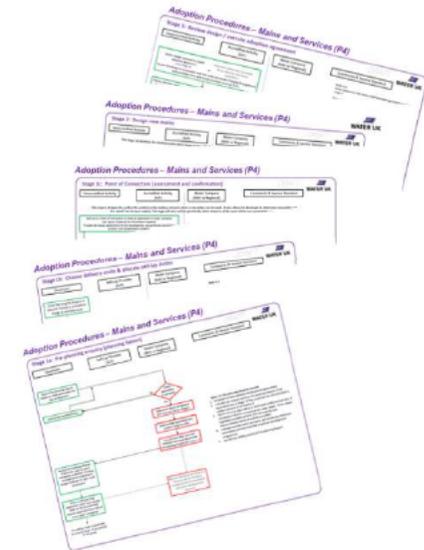




Table discussion

Taking you through Water UK's **draft adoptions procedures** created as part of the collaborative Codes Programme.

Objective: to Raise your awareness of the consultation, gather your feedback on the changes and gain insight for our local practices.



Journey overview



1. Pre-planning

2. Design new mains

3. Adoption agreement

4. Construct mains

5. Connect mains

6. Vest mains

7. Connect services



Stage 1a – Pre-planning



As-is Process



To-be Process



Stage 1b – Delivery route



As-is Process



To-be Process



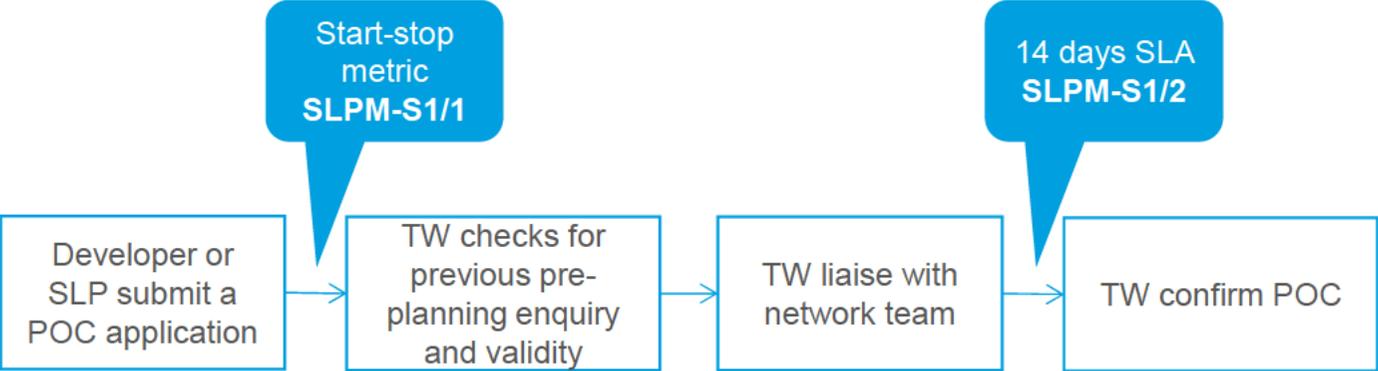
Stage 1c – Point of connection



As-is Process

This process is not currently used in the Thames Water region

To-be Process



Stage 1 feedback



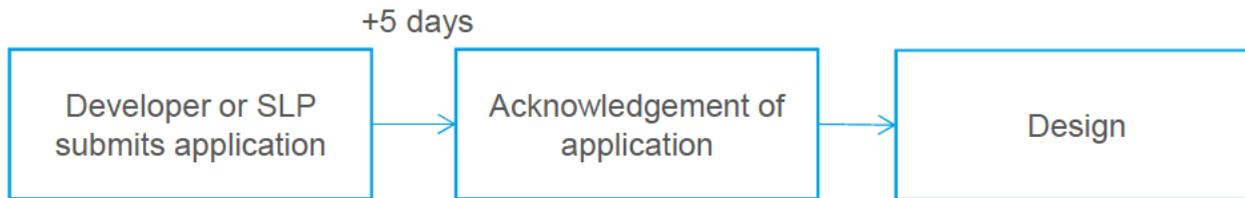
After the walkthrough of stage 1, what are your key thoughts about the proposals?



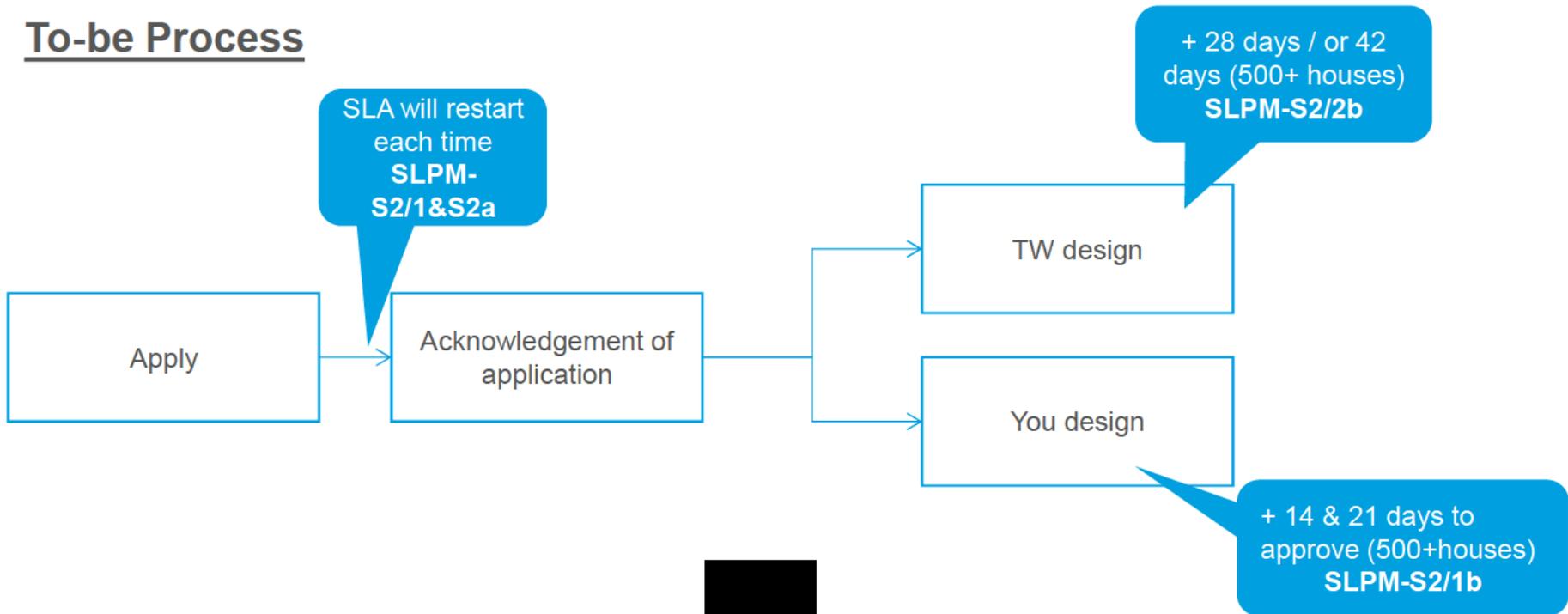
Stage 2 – Design new mains



As-is Process



To-be Process



Stage 2 feedback



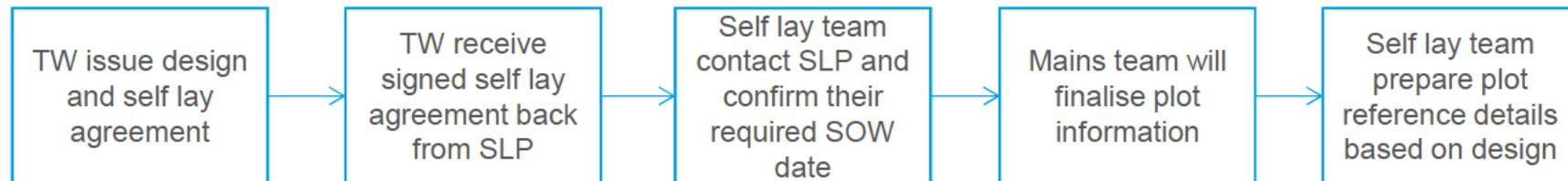
After the walkthrough of stage 2, what are your key thoughts about the proposals?



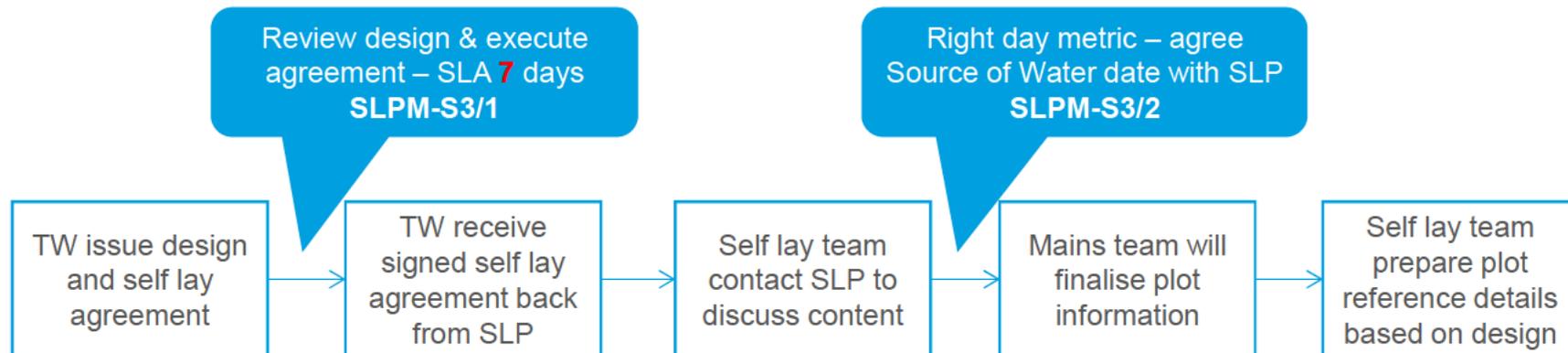
Stage 3 – Review design



As-is Process



To-be Process



Stage 3 feedback



After the walkthrough of stage 3, what are your key thoughts about the proposals?



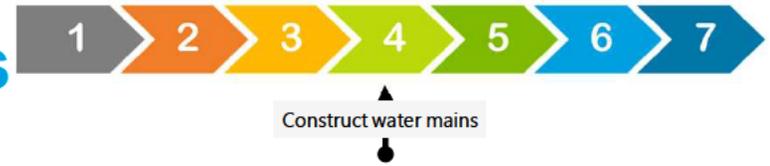
Your feedback Stages 1-3



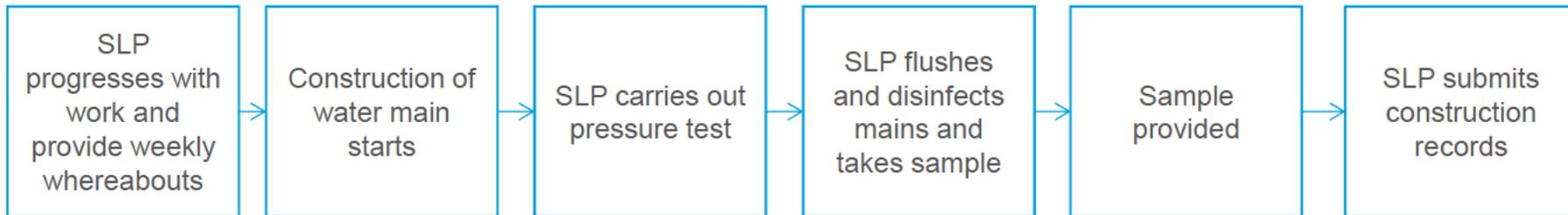
Break



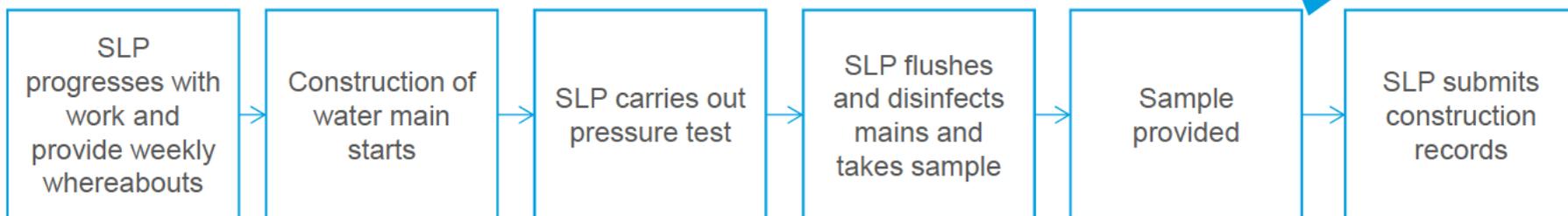
Stage 4 – Construct water mains (Part 1 of 2)



As-is Process



To-be Process



SLP must provide required evidence no later than 5 days after chlorination and no later than 9 days before SOW date
SLPM-S4/1

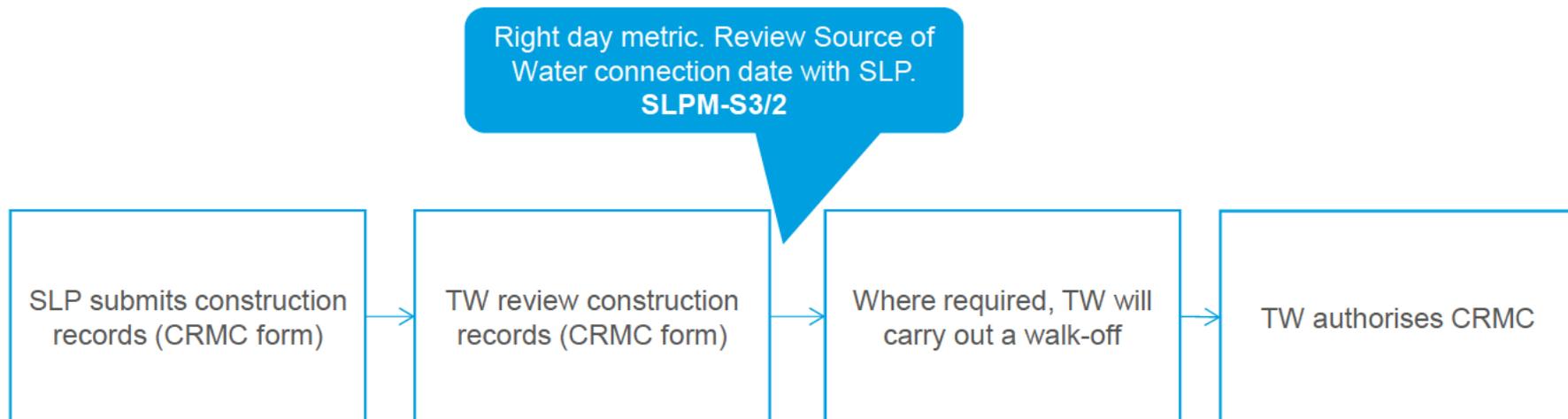
Stage 4 – Construct water mains (Part 2 of 2)



As-is Process



To-be Process



Stage 4 feedback



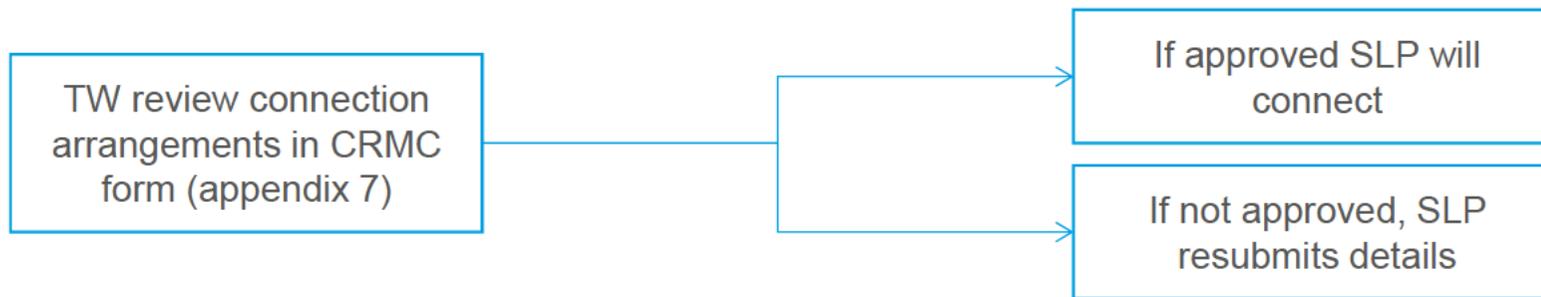
After the walkthrough of stage 4, what are your key thoughts about the proposals?



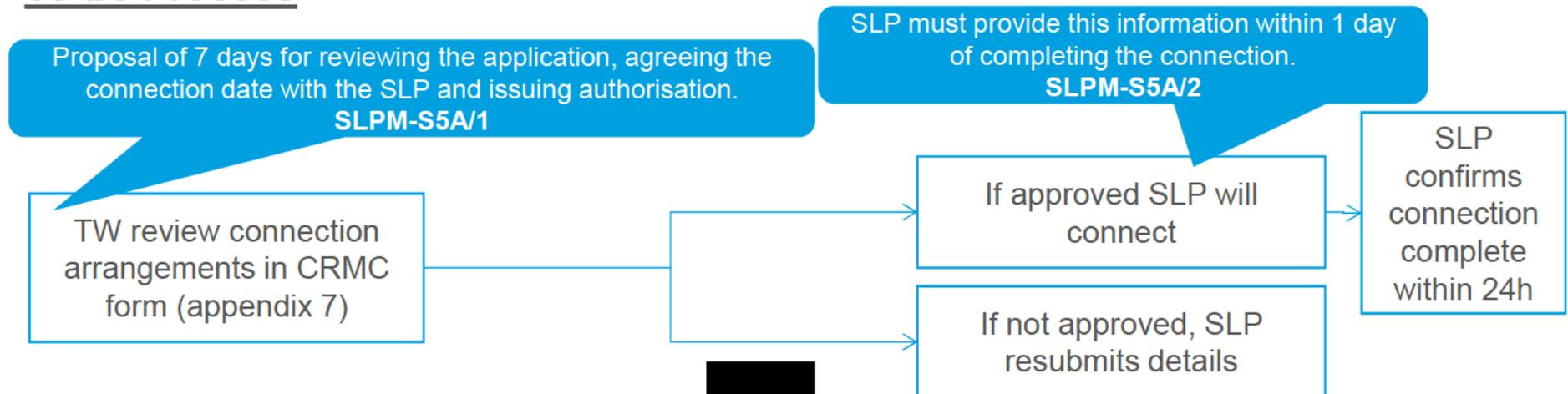
Stage 5a – Connect mains (low risk connection or routine inline connection)



As-is Process



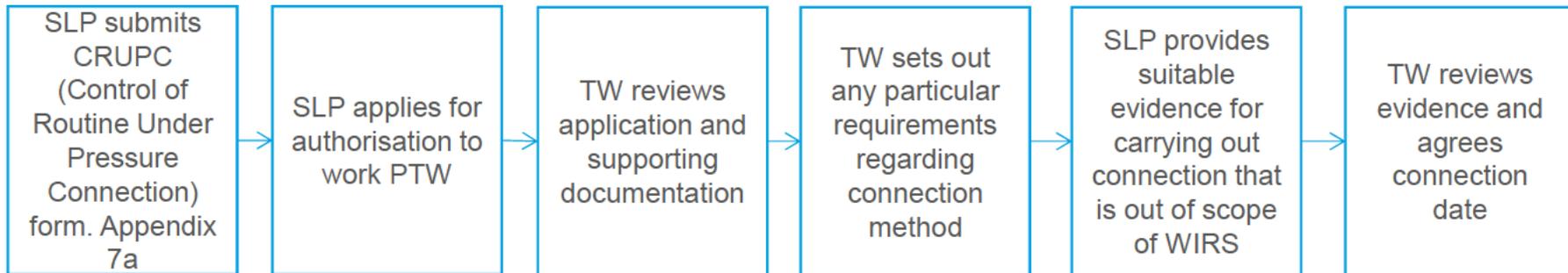
To-be Process



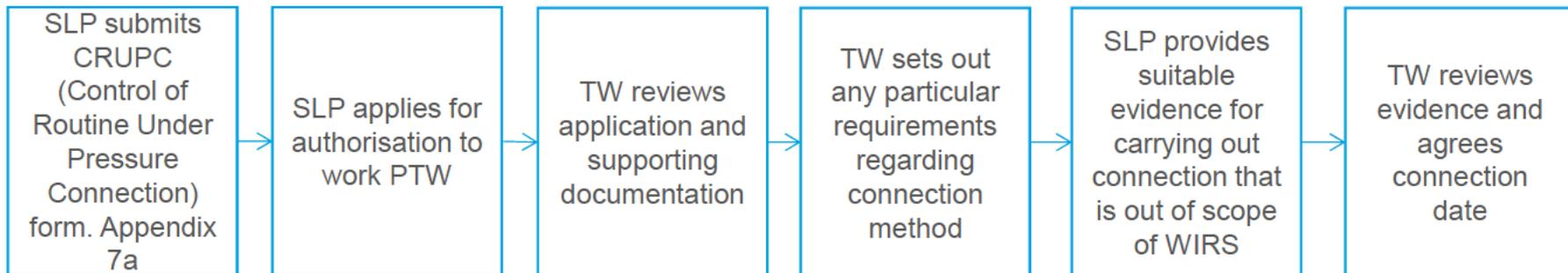
Stage 5b – Connect mains (medium risk connection – part 1 of 2)



As-is Process



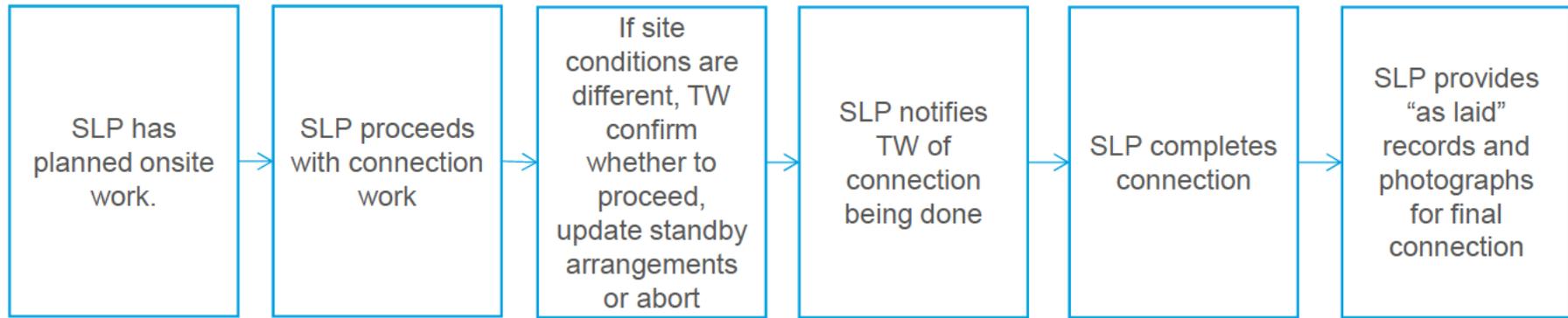
To-be Process



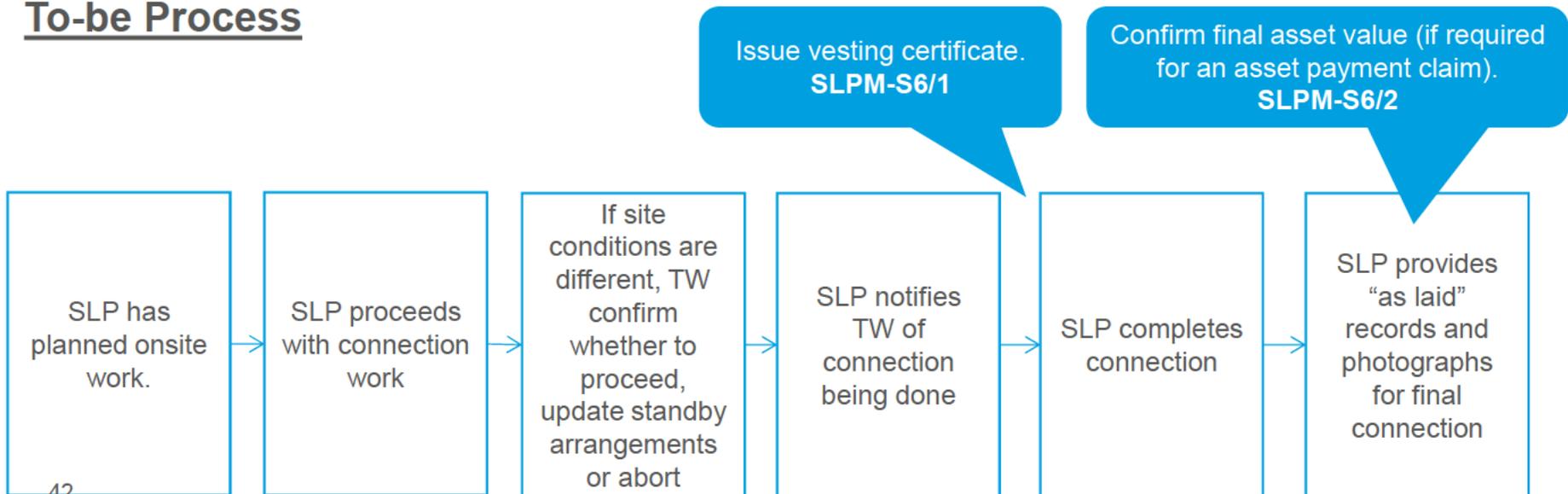
Stage 5b – Connect mains (medium risk connection – part 2 of 2)



As-is Process



To-be Process



Stage 5 feedback



After the walkthrough of stage 5, what are your key thoughts about the proposals?



Your feedback Stages 4-5



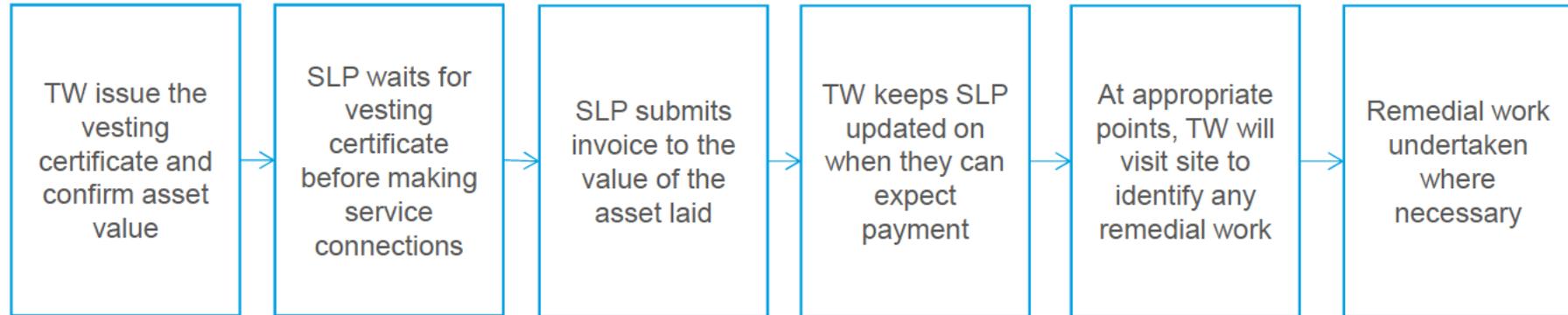
Break



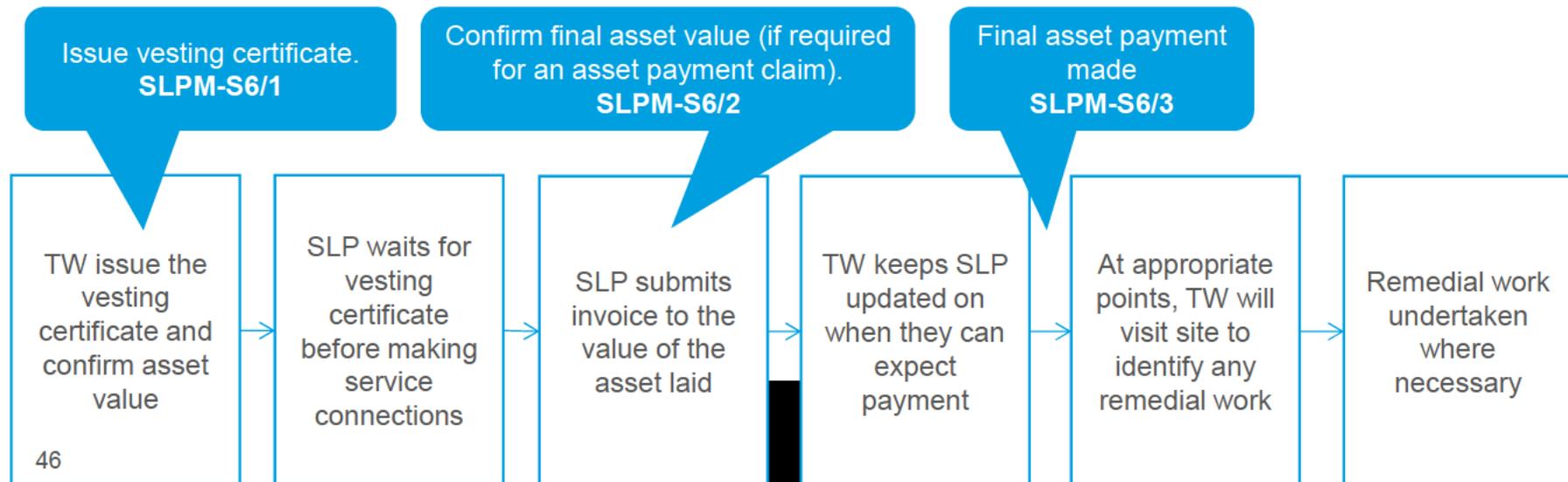
Stage 6 - Vesting



As-is Process



To-be Process



Stage 6 feedback



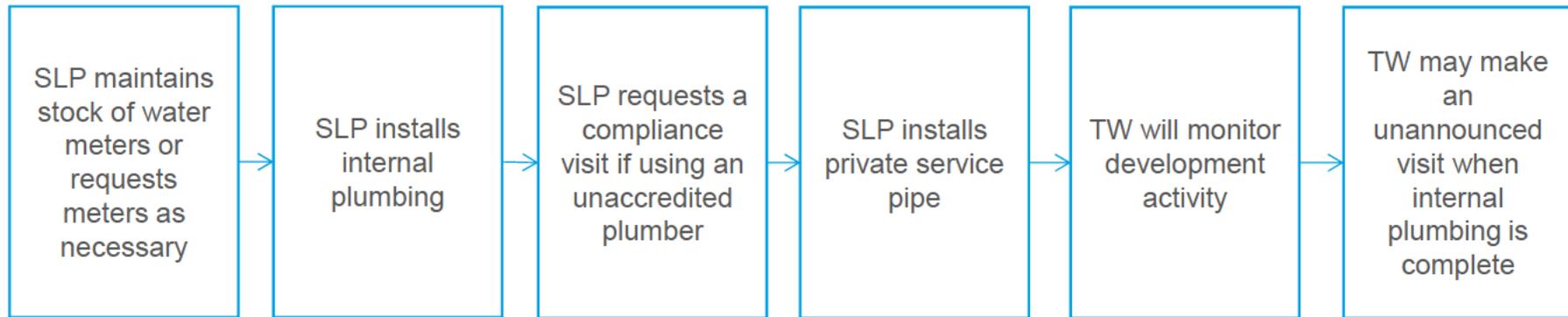
After the walkthrough of stage 6, what are your key thoughts about the proposals?



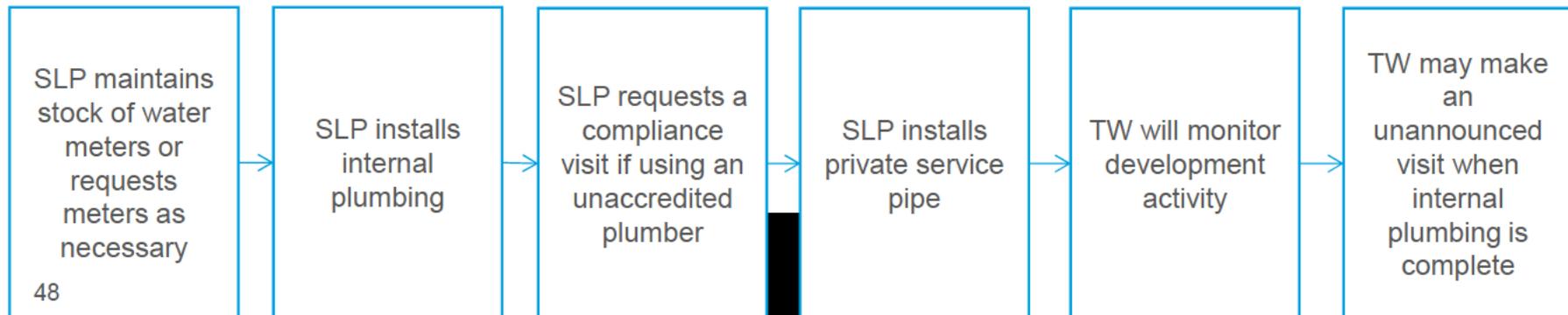
Stage 7 – Make service connections off new mains (Part 1 of 3)



As-is Process



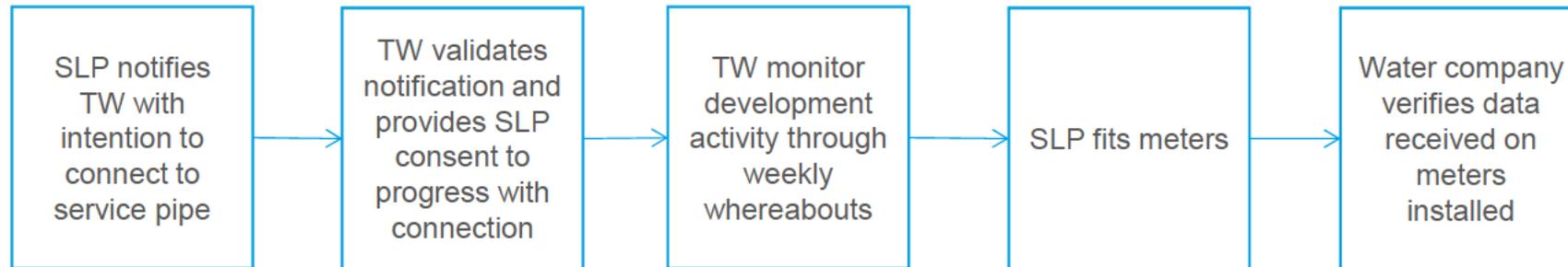
To-be Process



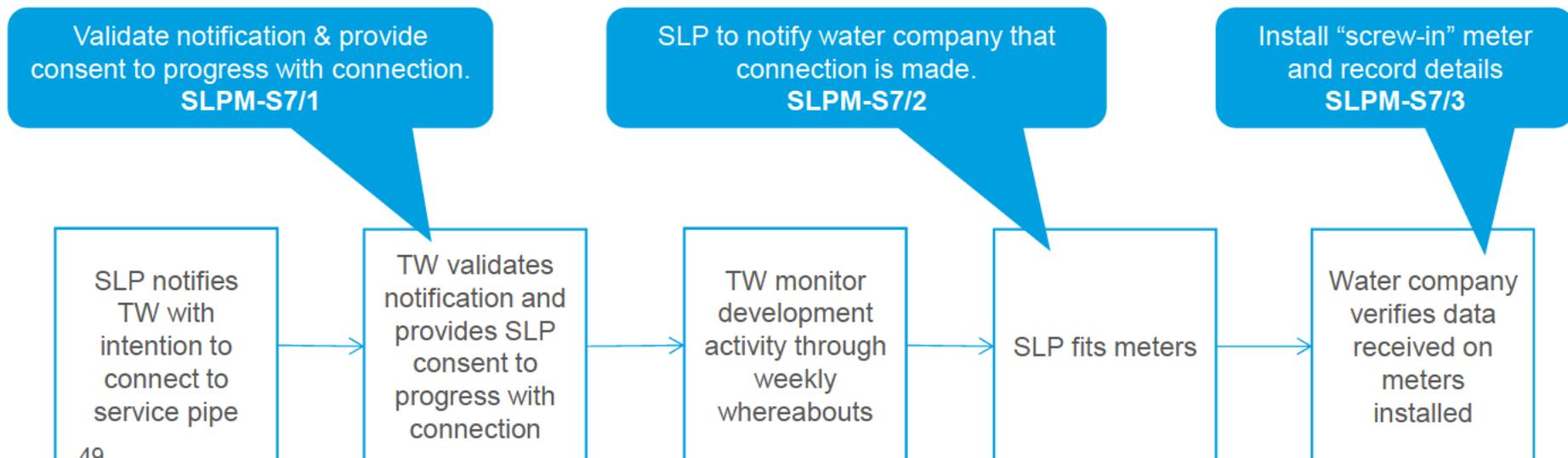
Stage 7 – Make service connections off new mains (Part 2 of 3)



As-is Process



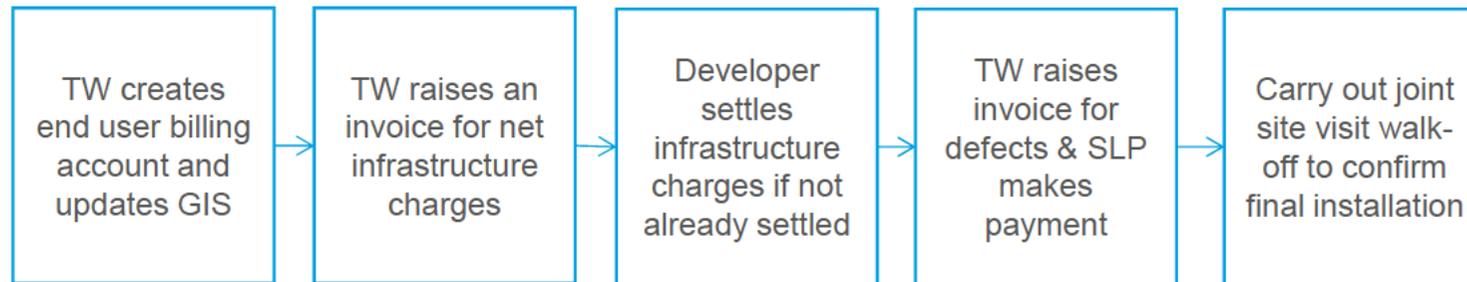
To-be Process



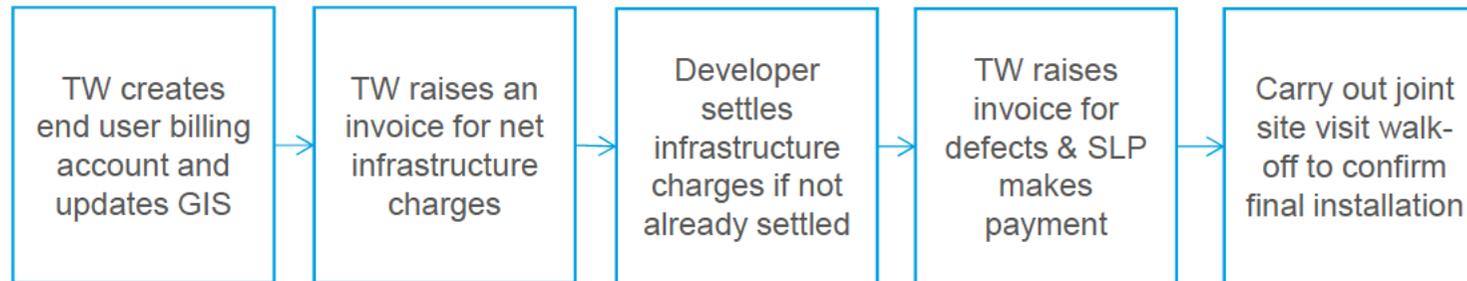
Stage 7 – Make service connections off new mains (Part 3 of 3)



As-is Process



To-be Process



Our local practice.

A Local Practice is an area where Water Companies might be permitted to deviate from the national procedures.



Meter pairing – identification and referencing etc.

Meter pairing or commissioning procedures i.e. Stage 7 and note 7.10 referring:

Water Company verifies data received and arranges any follow-on meter validation (see 7.10)

Stage 7 feedback



After the walkthrough of stage 7, what are your key thoughts about the proposals?



Your feedback Stages 6-7



Break



Consultation walkthrough



Last Water UK consultation

Summary of responses

19 responses, from:

- 8 SLPs
- 1 developer
- 5 water companies
- 2 NAVs
- 3 other

Stakeholder Response	
Topic Area	Stakeholder Theme
Procedures	Generally respondents agreed the set of procedures are helpful. Other feedback received was around driving standardisation across all stages.
Contestability	The overall response was very positive and supportive of Water Companies using a consistent and comparable risk matrix.
Accreditation and Training	This topic is out of scope for the Codes programme.
Redress	Mixed responses received about the merits of a financial redress system with respondents believing that D-MeX will be the main driver for changes in behaviour.
Legal Agreement	Respondents generally agreed that the language of the model agreement should be as simplistic as possible, though there were mixed views on the introduction of a framework contract.



November consultation questions

Topics covered in the consultation are:

- Procedures
- Local Practices
- Levels of Service
- Minimum Information
- Contestability
- Design Standards
- Model Adoption Agreement
- Redress
- Governance



Covered in this session



Topic: Contestability

- The connection work that is open to competition is known as “contestable” work.
- This category includes the majority of work a developer needs to serve a new development and includes all work to lay and test new mains and services.
- Due to water companies having a responsibility to maintain wholesome water supplies to customers, some higher risk work may be defined as “non-contestable” and can normally only be carried out by the water company itself.



Topic: Contestability

Table 3.2: Standard ACS publishing format (contestability)

	Existing number of properties potentially affected by work			
	>49	50-199	200-499	500+
Construction of new mains and service connection assets in accordance with WIRS scope	Green	Green	Green	Green
Design of new water network (subject to SLP achieving design accreditation)	Green	Green	Green	Green
Chlorination and pressure testing	Green	Green	Green	Green
Meter installation (physical)	Green	Green	Green	Green
Taking WQ samples	Green	Green	Green	Green
Analysing WQ samples	Green	Green	Green	Green
CRMC connections (subject to SLP holding suitable CRMC accreditation)	Green	Green	Green	Green
<ul style="list-style-type: none"> Connection: up to 32mm PE/Barrier pipe Parent main: <12" DI/CI/SI/PE/Barrier pipe Permanent Connections (Piece through) 	Green	Green	Green	Water company to shade amber or red
<ul style="list-style-type: none"> Connection: 63mm to 300mm PE / Barrier Pipe Parent main: <12" CI/SI/DI/AC/PE or Barrier pipe Operational pressure: up to 50m 	Water company to shade amber or red	Water company to shade amber or red	Water company to shade amber or red	Water company to shade amber or red
<ul style="list-style-type: none"> Connections: 63mm to 300mm PE / Barrier pipe Parent main: 12" to 18" / 300mm to 450mm DI/CI/SI/AC or PE Operational pressure: 50m to 75m 	Water company to shade amber or red	Water company to shade amber or red	Water company to shade amber or red	Water company to shade amber or red
<ul style="list-style-type: none"> Connections: over 300mm Parent main: 18" & above, or high risk parent main material (such as steel) Operational pressure: above 75m 	Water company to shade amber or red	Water company to shade amber or red	Water company to shade amber or red	Water company to shade amber or red
Design and construction of Network Reinforcement (upsizing of existing assets)	Red	Red	Red	Red
Pipe sizing criteria, and the approval of design by others	Red	Red	Red	Red
Assessment of network risk, & operating live network	Red	Red	Red	Red
Commission telemetry links (meters / field equipment)	Red	Red	Red	Red
Connection and decommissioning of diverted mains	Red	Red	Red	Red

Notes: All pipe sizes OD, PE refers to all Polyethylene pipe materials. Please also refer to individual water company Design and Construction Standards

- Green are contestable activities
- Red are Non-Contestable Activities
- Amber activities may be allowed based upon the specific job circumstances
- Proposal is all companies will publish the table with their own contestability rules at least annually.
- As you can see there are services which are universally contestable and non-contestable



Topic: Design & Construction Standards

- Consistent template for all Water Companies to use for their design & construction requirements.
- Individual Water Companies shall have discretion over the technical aspects of their design and construction standards but shall provide their requirements in a standard format.



Topic: Model Adoption Agreement

- The Model Adoption Agreement is the legal document which must be used by Water Companies.
- This may only be amended where this is agreed with the SLP.



Topic: Redress

- Two categories have been created to address Redress.
 - Category One metrics – the Water Company shall within thirty working days of the failure arising, either send a credit note or a refund to the affected customer.
 - Category Two metrics – the Water Company shall within one working day of the failure, shall email the SLP with information available regarding the nature and cause of the failure. The SLP may accept this or request escalation to the Compliance Manager.
- Some Levels of Service (LoS) metrics have been categorised as either Category One or Two for redress.



Topic: Governance

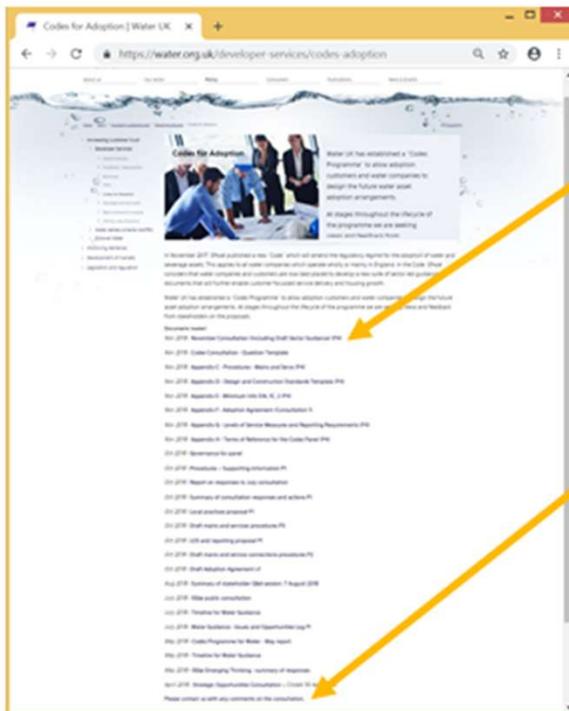
- The Code Panel will be established and will be responsible for considering Change Proposals to the Sector Guidance and Model Adoption Agreement. They will then make recommendations to Ofwat concerning such proposals.
- Only Ofwat can make the decision to accept a Change Proposal.



How to have your say

During the consultation window of **5 November** and **26 November** visit:

 water.org.uk/developer-services/codes-adoption



1. Click the top link to view the process flows

[Nov 2018 - November Consultation \(Including Draft Sector Guidance\) \(P4\)](#)

2. Click the bottom link to email

[Please contact us with any comments on the consultation.](#)



Next steps

- If you have any questions on the consultation, please feel free to contact  on:



- Submit a response to the consultation



Your feedback



After our discussions today, how well equipped do you now feel to answer Water UK's consultation?



Wrap up



Your feedback



How valuable have you found today's workshop?



Your feedback



How likely is it that you'll take part in Water UK's consultation?



Your feedback



How likely is it that you'd recommend Thames Water to a friend or colleague?



Dates for your diary

- Mon 26 Nov 2019 – Water UK codes consultation closes
- Thursday 7 Feb 2019 – Thames Water Developer Day

To stay up to date and get news, reminders and invitations, make sure you're subscribed to our monthly **self-lay newsletter** at <http://eepurl.com/cV8bVz>



Let's have lunch.

