



Code for adoption
Playback session

June 2019

Stage 1a – Pre-planning enquiry (planning liaison)

Developer activity	TW activity
1. Submits pre-planning enquiry	2. Checks application is complete. 3. Consult internally, carry out technical appraisal and provide pre-planning capacity report.
4. Receive pre-planning capacity report. If desirable refer to water companies publishing charging arrangements to develop a budget estimate for spur main construction.	
5. If appropriate at this stage, make a LPA planning application and if necessary refer to pre-planning enquiry responses.	6. Monitor development progress. Prioritise & plan network reinforcement in conjunction with other development forecasts



Stage 1a – Pre-planning enquiry (planning liaison)

Levels of service

None

Process map

- Pre-planning

Process changes

None

System changes

None

Communication changes

- This stage directed to Developer only
- Change website to reflect point of entry to process for SLPs
- Update comms to reflect action for developers when appointing SLPs
- Pre-planning capacity report (new)



Email template

All communications to go out as emails in SAP CRM with hyperlinks

Attachments only were necessary

New brand style

Brand tone and manner

Key elements:

- Consistent branding across all comms
- Clear and concise
 - Descriptive email headings
 - No more than one page length
- Business area and point of contact highlighted
- Customer reference and site address prominent
- Process bar to show point in the journey



Your application for a water pre-planning application

Thames Water

To: Customer Name

Tuesday 7 May 11:40



Clean Water

Customer ref: DS01234567

Site address: 123 Anywhere Street, Some Town, 123 ABC

Email header goes here

Hello,

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Text here mqui bearume ndanduntium est adiamau, please contact our Developer Services team on 0800 0093921 or developer.services@thameswater.co.uk.

Kind regards,
Developer Services
Tel number
Email address

Application Design Agreement Construction Connection Vesting Services

Registered address: Thames Water Utilities Limited, Cleanwater Court, Vastern Road, Reading RG1 8DB
Company Number 012345678 Thames Water is part of Thames Water Plc Group VAT registration no GB 012-3456-789

Stage 1a Communications

Forms, Reports and Documents:

Pre-planning enquiry

Pre-planning capacity report

Let's talk capacity

Code	Communication	By	In response to	Key Message
SL PP 001	Pre-Planning Enquiry received	Email	Receipt of ap at TW	DS Reference number
SL PP 002	Pre-Planning Enquiry incomplete	Phone	Missing information	Collect missing info or request them to send in missing information..
SL PP 003	Pre-Planning Enquiry incomplete confirmation	Email	Confirmation of call PP 002	Send in your missing information.
SL PP 004	Pre-Planning Enquiry complete	Phone	Completed application	Capacity check commences.
SL PP 005	Pre-Planning Enquiry complete	Email	Completed application	Only email if can't reach by phone. Capacity check commences.
SL PP 006	Pre-Planning Report complete - Capacity OK	Email	Capacity check	Confirmation of sufficient capacity. Report.
SL PP 007	Pre-Planning Report complete - Modelling required	Phone	Capacity check	Capacity concerns.
SL PP 008	Pre-Planning Report complete - Modelling required	Email	Confirmation of call PP 007	Capacity concerns. Report.
SL PP 009	Modelling complete - Capacity OK	Phone	Modelling	Modelling shows sufficient capacity
SL PP 010	Modelling complete - Capacity OK	Email	Confirmation of call PP 009	Modelling shows sufficient capacity. Report.
SL PP 011	Modelling complete - Reinforcement required	Phone	Modelling	Modelling shows insufficient capacity. Need to upgrade our supply network
SL PP 012	Modelling complete - Reinforcement required confirmation	Email	Confirmation of call PP 010	Modelling shows insufficient capacity. Need to upgrade our supply network.
SL PP 013	Design complete	Phone	Completion of design.	Design complete - we will now undertake reinforcement work
SL PP 014	Design complete confirmation	Email	Confirmation of call PP 014	Design complete - we will now undertake reinforcement work
SL PP 015	Reinforcement complete	Phone	Upgrade to network complete	Reinforcement complete
SL PP 016	Reinforcement complete confirmation	Email	Confirmation of call PP013	Reinforcement complete



Stage 1b – Choose delivery route & allocate self-lay duties)

Developer activity	SLP activity
1. Developer chooses connection design and delivery route	
2. If choosing an SLP delivery the developer will choose an SLP and appoint a competent principal designer.	
3. Agree initial allocation of asset adoption duties with SLP.	
4. Have confirmation of construction activity that will be undertaken by the developer.	5. Have confirmation of water asset construction such as pipe laying, connection work etc..



Stage 1b - Choose delivery route & allocate self-lay duties)

Levels of service

None

Process map

None

Process changes

None

System changes

None

Communication changes

None



Stage 1c – Point of connection (assessment and confirmation)

Thames Water POC (On a case by case basis, straightforward developments may proceed with stages 1c and 2 concurrently)

SLP activity	TW activity
1. Makes an application to TW for a POC.	2. Receives application and assesses the completeness of information. 3. Checks records for previous pre-planning enquiries & validity. 4. Consult with network operator regarding operational aspects 5. Provide POC report.

SLP POC (On a case by case basis, straightforward developments may proceed with stages 1c and 2 concurrently)

SLP activity	TW activity
1. Submits self-serve POC application based on available network information.	2. Receives application and assess completeness of information. 3. Checks records for previous pre-planning enquiries & validity. 4. Consult with network operator regarding operational aspects . 5. Provide POC approval.



Stage 1c – Point of connection (assessment and confirmation)

Levels of service

- **SLPM – 1/1 – Initial application review** – 7 calendar days from date of receipt of a complete application form with all relevant information filled in.
- **SLPM – 1/2 – Review POC proposal** – 14 calendar days to review POC proposal and validate

Redress

- SLPM – 1/1 - Category 1
- SLPM – 1/2 – Category 1



Stage 1c – Point of connection (assessment and confirmation)

Process map

- POC (TW design)
- POC (SLP design)



Stage 1c – Point of connection (assessment and confirmation)

Process changes

- New service for POC

System changes

- New CRM categorisation and notification for Self-lay POC journey
- New CRM categorisation and notification for TW POC journey
- Reporting – New services to be reflected in current Macro reports operational on the mains team.

Communication changes

- Website updates
- Contact strategy to support customer through the journey



Stage 1c Communications

Forms, Reports and Documents:

POC application

POC report

Self serve POC validation

Guide to self serve POC

Guide to process

Code	Communication	By	In response to	Key Message
SL PC 001	POC Ap received	Email	Receipt of ap by DHC.	DS Reference.
SL PC 002	POC Self Serve ap received	Email	Ap received by design team.	We will check information. 7 working days start stop metric to gain full info.
SL PC 003	POC Ap incomplete	Phone	Further info required to process ap.	Send in missing information.
SL PC 004	POC Ap incomplete confirmation	Email	Confirmation of call PC 003.	Send in missing information.
SL PC 005	POC Ap information complete	Email	Complete application.	We have all the information we need. We will produce a POC report/validate POC in 14 calendar days.
SL PC 006	Modelling required	Phone	Pre-planning not done and required. Further capacity check required.	Modelling required.
SL PC 007	Modelling required	Email	Confirmation of call PC 006.	Modelling required.
SL PC 008	POC Report	Pack	Completed application.	Your POC.
SL PC 009	Self Serve POC not approved	Phone	POC unworkable.	New POC position(s) recommended and why.
SL PC 010	Self Serve POC not approved confirmation	Email	Confirmation of call PC 009.	New POC position(s) recommended and why. POC report.
SL PC 011	Self Serve POC validated	Pack	POC workable.	POC approved.



Stage 2 – Design new mains

Thames Water design	
SLP activity	TW activity
1. Submit application, utilising the POC report.	2. Acknowledge complete application and carry out design work. 3. Liaise with Fire and Rescue authority. 4. Provide design and Model Adoption Agreement.
5. Receive design and Model Adoption Agreement.	

SLP design	
Developer/SLP activity	TW activity
1. Request design approval and draft agreement.	2. Receive proposed design, checking design and liaising internally.
3, Liaise with the Fire & Rescue authority and send response into TW.	4. TW receive response either during the design, or after approval given. 5. Confirm approval of design to company specification or ask SLP to amend design.
6. Receives design approval with Model Adoption agreement or request to amend their design.	



Stage 2 – Design new mains

Levels of service

- **SLPM – 2/2a – Review design application** – Within 5 calendar days of receipt, review application with clear expectation of what is provided.
- **SLPM – 2/2b – Provide design** - Current SLA of 23/37 calendar days depending on the complexity (<500 non-complex or >500 complex) to continue.
- **SLPM – 2/1a – Review approval application** – Review application with clear expectation of what is provided within 5 days of receipt.
- **SLPM – 2/1b – Provide design approval** – 9/16 days depending on the complexity (<500 non-complex or >500 complex) to continue.

Redress

- SLPM – 2/2a – Category 1
- SLPM – 2/2b – Category 1
- SLPM – 2/1a – Category 1
- SLPM – 2/1b – Category 1



Stage 2 – Design new mains

Process map

- Self-lay design (TW)
- Self-lay design (SLP)



Stage 2 - Design new mains

Process changes

Levels of service

System changes

- Amend current CRM categorisation and notification for Self-lay (TW) design
- New CRM categorisation and notification for Self-lay (SLP) design
- Reporting – New services to be reflected in current Macro reports operational on the mains team.

Communication changes

- Website updates
- Contact strategy to support customer through the journey



Stage 2 Communications

Forms, Reports and Documents:

Mains application

Design guidelines

Mains design validation

Code	Communication	By	In response to	Key Message
SL MD 001	Mains Ap received	Email	Receipt of ap at TW.	We will review you application in 7 days
SL MD 002	Mains Ap incomplete	Phone	Further info required to process ap.	Send in missing information.
SL MD 003	Mains Ap incomplete	Email	Confirmation of call MD 002.	Send in missing information.
SL MD 004	Mains Ap complete	Email	Completed application.	We have all the information we need. TW design in 21 days. SLP design reviewed in 14 days.
SL MD 005	TW Design	Pack	Design completed.	Here is your Mains Design.
SL MD 006	TW Design: Fire hydrant confirmation	Email	Follow up to MD 005 with fire hydrant locations.	Here are your fire hydrant locations.
SL MD 007	SL Design: not approved	Phone	SL own design submission.	Design recommendations.
SL MD 008	SL Design: not approved confirmation	Email	Confirmation of call MD 007.	Design recommendations.
SL MD 009	SL Design: validated	Pack	Design validated.	Here is your validated design including fire hydrant locations.

