



Code for adoption

Self-lay playback session

June 2019

Stage 3 – Review design / execute agreement

SLP activity	TW activity
1. Review design and Model Adoption Agreement.	
2. Agree mains connection target date.	<ol style="list-style-type: none">3. Receive signed adoption agreement including an agree mains connection target date.4. Acknowledge signed agreement and return countersigned copy.5. Progress with detailed design of non-contestable works and programme any necessary network reinforcement.6. Provide any remaining information - confirming dates of SOW of water availability for testing etc.7. If necessary create plot reference.8. Setup pre-site meeting.
<ol style="list-style-type: none">9. SLP designs – confirms final fire authority requirements.10. If required update on-site mains drawings and submit to TW with F&R service requirements.	
11. Programme of work starts and notify TW via weekly whereabouts	12. Receive weekly whereabouts



Stage 3 – Review design / execute agreement

Levels of service

- **SLPM – 3/1 - Review revised adoption agreement** – Issue model adoption agreement within 7 calendar days of receiving a request for one or a revision to the scope of work in an earlier draft.
- **SLPM – 3/2 – Agree mains connection date** - Right day metric – agree the date with the SLP.

Redress

- **SLPM – S3/1** - Category 2
- **SLPM – S3/2** – Category 2



Stage 3 – Review design / execute agreement

Process maps and changes

- **MAA sign off / Agree target date / Change target date**
 - Mains connection target date agreed by SLP & TW
 - Management of target date
- **Pre-site meeting process**
 - Completion of paperwork

System changes

- **New ECC task codes**
 - MAA acknowledge
 - Mains connection target date
 - TW target date failure
 - Customer lead failure
- **Target date field in SAP ECC**
- **New Self-lay inbox for all SLP communications**

Communication changes

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



Stage 3 Communications

Forms, Reports and Documents:

MAA

Design and quote (Asset Value)

Pre-site meeting form

SoW request form

Code	Communication	By	In response to	Key Message
SL SL 001	MAA and Design	Email	Design approved	Here is your design, quote (Asset Value) for the approved design together with your MAA. SoW request form.
SL SL 002	MAA incomplete	Phone	Missing information	We need you to complete all the information on your MAA before we can arrange your prestart meeting.
SL SL 003	MAA incomplete confirmation	Email	Missing information	We need you to complete all the information on your MAA and complete your SoW request before we can arrange your prestart meeting.
SL SL 004	MAA complete	Email	Completed agreement received by SL Team	MAA signed and returned by TW.
SL SL 005	Book pre-site meeting	Phone	Complete MAA	Agree date for meeting.
SL SL 006	Confirm pre-site meeting	Outlook invite	Phone booking	Confirm date of pre-site meeting.
SL SL 007	Dates of work confirmation	Email	SoW target date agreed.	Info from pre-start meeting confirmed. Target date for SoW/reason why may change.
SL SL 008	Change of target date	Phone	Notification of issues with SoW target date from delivery	Change of date. Reasons for change.
SL SL 009	Change of target date confirmation	Email	Notification of change of date of SoW	New date confirmed.
SL SL 010	Check ready for SoW	Phone	7 days before SoW	Check still on target for agreed SoW date.



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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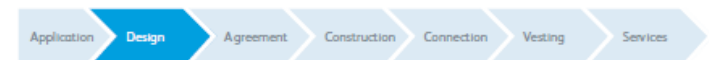
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Text here mqui bearume ndanduntium est adiamau, please contact our Developer Services team on 0800 0003921 or developer.services@thameswater.co.uk.

Kind regards,
Developer Services

Tel number
Email address



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

SLP activity	TW activity
1. Update weekly whereabouts on progress with any accredited works.	2. Receive weekly whereabouts .
3. Construct water mains(s) in accordance to final design and MAA.	4. Progress provision of any TW works e.g. designing and installing a new branch or spur.
5. If site conditions dictate agree design amendments to overcome site issues.	6. Depending on design route – review design or agree a design amendment.
7. Seek advise and guidance for drawing water from the existing network for flushing, disinfection and testing – giving notice and providing a method statement.	8. Undertake random coordination and compliance visits. 9. Confirm availability of water for flushing and testing.
10. Carry out pressure test. 11. Flush and disinfect (chlorinate) the main. 12. Take water quality samples or ask TW to take samples. 13. Arrange for sample analysis.	14. Witness or audit disinfection using a risk based approach. 15. Witness or audit pressure testing, using a risk based approach. 16. Assess sample results
17. Submit construction records	15. Record as-built information on asset management database



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

SLP activity	TW activity
1. Submit outstanding construction records, sample and testing results with latest development programme.	2. Review provided information and own site walk over checks . 3. Site mains approved for connection (with no outstanding defects).
4. Remedy defects	5. No defects.
6. Progressing with connection to parent main.	



Stage 4 – Construct water mains (part 1 & 2)

Levels of service (part 1 of 2)

- **SLPM –4/1 – Provide sample results and submit construction records.** SLP must provide required evidence no later than 5 days after chlorination and no later than 9 days before mains connection date.

Redress

- **SLPM – 4/1** – N/A as this is a level of service for the SLP

Levels of service (part 2 of 2)

- **SLPM – 3/2 – Agree mains connection date** - Right day metric – agree the date with the SLP.

Redress

- **SLPM – 3/2** – Category 2 Please note – Right day metric S3/2 may not apply if construction records are not received 9 days before the target date (note – this interval is also subject also to a maximum SLA of 28 days unless the customer agrees otherwise).



Stage 4 – Construct water mains (part 1 & 2)

Process maps and changes

- **CRMC form**
 - Checking services to be laid
 - Monitoring flushing
- **Changes to the target date (resulting in Redress)**
 - Visibility of failures
 - Visibility of escalations
 - Changes to target dates and managing this in the system
- **SLP rectification**
 - Management of whereabouts
 - Logging of issues identified during field visit
 - Field engineers will log on devices
 - Field engineers will engage with SLP on resolution
 - Follow up visits to monitor outcome



Stage 4 – Construct water mains (part 1 & 2)

System changes

- **New ECC task codes in ECC**
 - CRMC form received
 - CRMC information issue
 - Flushing required
 - SLP rectification
 - Authorise connection & confirm asset value
 - Connection made
- **New Self-lay inbox for all SLP communications**

Communication changes

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



Stage 4 Communications

Forms, Reports and Documents:
CRMC
CRMC checklist

Code	Communication	By	In response to	Key Message
SL SL 011	CRMC Pack	Pack	SoW date agreed.	How to comply with CRMC requirements. CRMC. Construction requirements. Whereabouts. Sampling & testing.



Stage 5A – Connect mains (low risk)

SLP activity	TW activity
<ol style="list-style-type: none">1. Self-laid mains approved for connection in stage 4.2. Preparing application with method statements and risk assessment docs.3. Senior competent person verifies connection arrangements and submits.	<ol style="list-style-type: none">4. Reviews application and supporting documents (CRMC document).5. Connect approved / rejected.
<ol style="list-style-type: none">6. Reviews rejection and re-submits.	<ol style="list-style-type: none">7. If connection approved agree connection date with SLP.
<ol style="list-style-type: none">8. Completes connection.	<ol style="list-style-type: none">9. Notifies TW connection complete.10. Updates asset management records.



Stage 5B – Connect mains (Medium risk) (part 1 of 2)

SLP activity	TW activity
<ol style="list-style-type: none">1. Self-laid mains approved for connection in stage 4.2. Preparing application with method statements and risk assessment docs.3. Senior competent person verifies connection arrangements and submits.	<ol style="list-style-type: none">4. Reviews application and supporting documents (CRMC document).5. Connect approved / rejected.
<ol style="list-style-type: none">6. Reviews rejection and re-submits.	<ol style="list-style-type: none">7. If connection approved agree connection date with SLP.
<ol style="list-style-type: none">8. Completes connection.	<ol style="list-style-type: none">9. Notifies TW connection complete.10. Updates asset management records.



Stage 5B – Connect mains (Medium risk) (part 2 of 2)

SLP activity	TW activity
<ol style="list-style-type: none">1. Proceed with connection work.2. If site conditions different to as expected notify TW.	<ol style="list-style-type: none">3. TW notified site conditions different and agree whether to proceed or abort.
<ol style="list-style-type: none">4. Proceeds with connection.5. Connection complete.	<ol style="list-style-type: none">6. Notify TW (if not onsite) that connection complete.
<ol style="list-style-type: none">7. Provide as-built records and photographs and take water quality samples.	<ol style="list-style-type: none">8. Update asset management records.



Stage 5 – Connect mains

Levels of service

- **SLPM – 5A/1 – Review application and agree connection date** - 7 calendar days to review the application, agreeing the connection date with SLP and issue authorisation.

Redress

- **SLPM – 5A/1** – N/A as this is a level of service for the SLP.



Stage 5 – Connect mains

Process maps and changes

- **CRMC**
 - Checking services to be laid
 - Documented process for identifying water quality issues
 - Better monitoring of CRMC issues (ECC task codes)
 - Better monitoring of connection dates
 - Monitoring flushing
- **Plot list follow up**
 - Plot list management and follow up
 - Improved managed of MIA process
 - Management of water quality



Stage 5 – Connect mains

System changes

- **New ECC task codes in ECC**
 - CRMC form received
 - CRMC information issue
 - Flushing required
 - SLP rectification
 - Authorise connection & confirm asset value
 - Connection made
- **New Self-lay inbox for all SLP communications**
- **Date field in ECC tasks for logging the connection date**

Communication changes

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



Stage 5 Communications

Forms, Reports and Documents:
Rectification form

Code	Communication	By	In response to	Key Message
SL SL 012	CRMC information incomplete	Phone	Incomplete CRMC received by SL Team. Flushing required. No proposed service connection programme.	We need further information.
SL SL 013	CRMC information incomplete confirmation	Email	Confirmation of above phone call.	We need further information.
SL SL 014	CRMC Dead leg - flushing required confirmation	Email	CRMC without connections being made.	Flushing programme. Can't connect without it.
SL SL 015	CRMC Proposed service connection programme incomplete	Email	Incomplete proposed service connections.	Why proposed service connection programme required. Can't connect without it.
SL SL 016	Authorisation to connect	Email	Complete CMRC details received.	Permission to connect.
SL SL 017	Notice of Rectification required	Phone	Corrective work required after walk off.	Reasons work required
SL SL 018	Notice of Rectification required	Email	Corrective work confirmation.	Detail of work required and dates.
SL SL 019	Work approved – no rectification	Email	No corrective work required after walk off.	Work completed to approved standard.
SL SL 020	Rectification - Fail	Phone	Further corrective work required after site visit.	Further corrective work required. Reasons. Complete work to our guidelines at your cost.
SL SL 021	Rectification – Fail	Email	Confirmation of further corrective work after site visit.	Further corrective work required. Reasons. Complete work to our guidelines at your cost.
SL SL 022	Rectification - Pass	Email	Site visit	Work approved.



Stage 6 – Vest new mains and correct any defects

SLP activity	TW activity
	<ol style="list-style-type: none">1. Once section of main has entered service declare the asset vested.2. Issue the vesting certificate and confirm final asset value.
<ol style="list-style-type: none">3. Await vesting certificate before making service connections.4. Submit asset payment claim.	<ol style="list-style-type: none">5. Make asset payment and keep SLP updated on when they can expect payment.
<p>At appropriate points during the maintenance period, visit site and provide the SLP and developer with a schedule of any necessary remedial works without delay</p>	
<ol style="list-style-type: none">6. Carry out remedial works (which do not effect supplies) .	<ol style="list-style-type: none">7. Carry out remedial works (which affect supplies).
<ol style="list-style-type: none">8. Notify TW should accidental damage occur to vested assets.	<ol style="list-style-type: none">9. Arrange repair of failures, defects, or damage to vested apparatus.



Stage 6 – Vest new mains and correct any defects

Levels of service

- **SLPM – 6/1 - Issue vesting certificate.** Once each section of mains(s) have successfully entered service, declare the mains assets vested. Vesting certificate should be issued within 1 working day of notification of the connection been made.
- **SLPM - 6/2 - Confirm final asset value (if required for an asset payment).** Confirm asset value within 7 calendar days of receiving the days of receiving the as-built drawings and build profile.
- **SLPM – 6/3 - Final asset payment made.** Asset payment made once final records and information has been submitted to TW. TW to make final asset payment within 28 calendar days of receiving a valid invoice.

Redress

- **SLPM – 6/1 – Category 2**
- **SLPM – 6/2 – Category 2**
- **SLPM – 6/3 – N/A**



Stage 6 – Vest new mains and correct any defects

Process maps and changes

- **Vesting**
 - Issuing vesting certificate within 1 working day of confirmation of connection
- **Defect management (SLP)**
 - Process for flagging a defect
 - Consistent instructions for managing the defect
 - Field team to sign off defects
- **Defect management (TW)**
 - Process for flagging a defect
- **Plot information**
 - Plot information prepared during stage 3 – following the creation of connection objects
 - Plot list issued with the vesting of that piece of main, with just plots associated to that piece of main
 - Improved managed of MIA process
- **Plot information follow up**
 - Management of plot discrepancies
 - Will flag up potential water quality issues
 - Process for following up outstanding plots to be connected



Stage 6 – Vest new mains and correct any defects

System changes

- **New self-lay inbox – better visibility of connection notifications coming into DS.**
- **New ECC task codes**
 - Defect identified
 - Connection made
 - Vesting certificate issued
 - Plot list issued
 - Asset payment made

Communication changes

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



Stage 6 Communications

Forms, Reports and Documents:
Vesting certificate

Code	Communication	By	In response to	Key Message
SL SLA 023	Vesting Pack	Pack	In receipt of connection notification.	Confirmation of asset value. Vesting certificate.



Stage 7 - Make service connections (part 1 of 3)

SLP activity	TW activity
1. SLP requests meters as necessary from potential suppliers.	2. Supply suitable meters.
3. Install internal plumbing.	4. Monitor development activity and programme.
5. SLP submits service pipe installers certificate	

Stage 7 - Make service connections (part 2 of 3)

SLP activity	TW activity
1. SLP notifies intention to connection private service pipe to a vested main.	2. TW receives notification. 3. Validate notification and provide SLP with consent to progress with connections, allocating plot references.
4. SLP updates weekly whereabouts and makes service connections. 5. SLP fits meter and sends connection notification to TW, with meter details.	6. TW verifies data received .



Stage 7 - Make service connections (part 3 of 3)

Developer / SLP activity	TW activity
	<ol style="list-style-type: none">1. TW creates end-user customer billing account and updates GIS to reflect connection status.2. Raise an invoice for net infrastructure charges (if the developer has not already settled these).
<ol style="list-style-type: none">3. Developer settles infrastructure charges if not already settled,	<ol style="list-style-type: none">4. Raise invoice for any defects arising with the self-laid works, that is corrected by the water company.
<ol style="list-style-type: none">5. SLP makes payment within required period.	<ol style="list-style-type: none">6. TW raises invoices for any water company follow up works necessary.
<ol style="list-style-type: none">7. Developer makes payment within required period.	<ol style="list-style-type: none">8. Carries out site visit to confirm that the final installation complies with the adoption agreement. Highlight any defects.
<ol style="list-style-type: none">9. Developer ensures final cover levels are achieved/maintained throughout any remaining landscaping or carriageway works.	
<ol style="list-style-type: none">10. Developer if necessary will raise requests to adjust line and level vested assets.	<ol style="list-style-type: none">11. TW and SLP agree who should carry out any amendments to any vested assets



Stage 7 – Make service connections (parts 1-3)

Levels of service

- **SLPM - 7/1 – Validate notification and provide consent to progress with connection.** Issue consent , plot information and costing details within 5 calendar days, commencing on the day following written notification of connection call-off by the SLP. Process payment for admin fee.
- **SLPM – 7/2 – SLP to notify TW that the connection is made.** Within 1 working day of completing the NHH and 5 calendar days for HH. Data to be provided included in minimum information.
- **SLPM – 7/3 – Install ‘screw in’ meter and record details.** If request TW technical visits site to ‘screw in’ meter and record meter details (where applicable). The SLA for this metric should be defined by those companies which offer this service.

Redress

SLPM – S7/1 – Category 1

SLPM – S7/2 – N/A

SLPM - S7/3 – Category 1



Stage 7 – Make service connections

Process maps and changes

- **Plot information**

- Plot information prepared during stage 3 – following the creation of connection objects
- Plot list goes out following the vesting of that piece of main, with just plots associated to that piece of main
- Improved managed of MIA process
- Tracking the performance of the SLP notifying TW of connections (HH/NHH connections)

- **Plot information follow up**

- Management of plot discrepancies
- Will flag up potential water quality issues
- Process for following up outstanding plots to be connected

- **Defect management (SLP)**

- Process for flagging a defect
- Consistent instructions for managing the defect
- Field team to sign off defects

- **Defect management (TW)**

- Process for flagging a defect



Stage 7 – Make service connections - Process, system and reporting

System changes

- **New/updated ECC tasks**
 - Service connection info received
 - Defect identified
 - Vesting period complete
- **New self-lay inbox – better visibility of connection notifications coming into DS.**
- **New field for logging receipt of meter details (supporting providing evidence for LOS SLPM 7/2).**

Communication changes

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



Stage 7 Communications

Forms, Reports and Documents:
Meter request form

Code	Communication	By	In response to	Key Message
SL SL 026	Service Connection Information Missing	Phone	Missing information on plot list.	Request information to be sent.
SL SL 027	Service Connection Information Missing	Email	Follow up to above phone call.	Request information to be sent.
SL SL 028	Meter Information Missing	Phone	Missing meter details.	Request information to be sent.
SL SL 029	Meter Information Missing	Email	Missing meter details.	Request information to be sent.



Defects

Forms, Reports and Documents:
Defect form

Code	Communication	By	In response to	Key Message
SL SL 030	Defect SLP to carry out work	Phone	Fail following visit. Notify SLP.	14 days to confirm when defect going to be resolved and share their resolution plan. Emphasis on SLP to carry this out.
SL SL 031	Defect SLP to carry out work	Email	Fail following visit. Notify SLP.	Confirmation of the above phone call.
SL SL 032	Awaiting SLP defect resolution	Phone	No resolution plan received. Chase.	You have 14 days to confirm defect resolution plan. We will carry out at your cost if no reply.
SL SL 033	Awaiting SLP defect resolution	Email	No resolution plan received. Chase.	Confirmation of above phone call.
SL SL 034	Defect resolved by SLP	Email	Defect work completed to satisfaction	Work completed and you are released from liability.
SL SL 035	Defect not resolved by SLP	Phone	Further work required.	14 days to confirm when defect to be resolved and share resolution plan. Emphasis on SLP to do work.
SL SL 036	Defect not resolved by SLP	Email	Further work required.	14 days to confirm when defect to be resolved and share resolution plan. Emphasis on SLP to do work.
SL SL 037	Defect TW to carry out work	Phone	TW does work due to SLP not able to or if work is sensitive. We need to go back to mains design.	We will do a quote for us to resolve the defect. Invoice must be paid in xx days.
SL SL 038	Defect TW to carry out work	Email	TW does work due to SLP not able to or if work is sensitive. We need to go back to mains design.	We will do design work to correct the defect. Here is your quote for TW to resolve the defect. Invoice must be paid in xx days.
SL SL 039	Defect work completed by TW	Email	Defect resolved by TW.	Work completed and you are released from liability.

