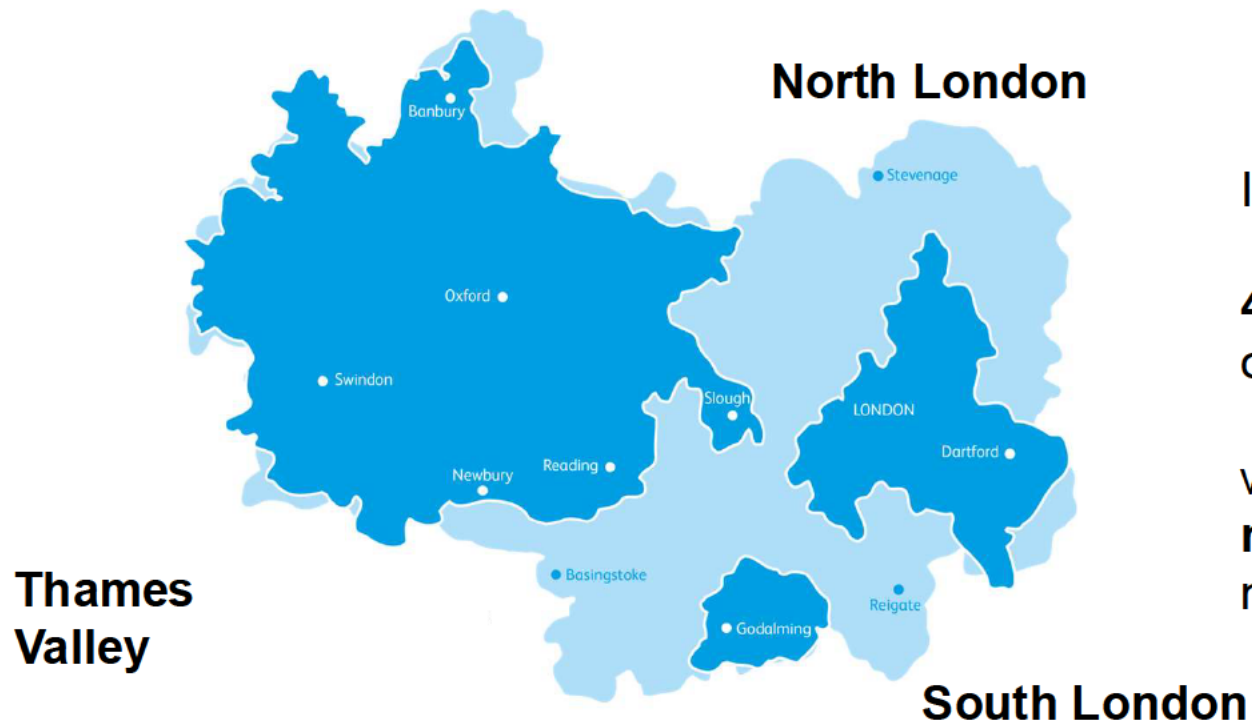




**Improving the developer  
experience.**



# A challenging region.



In a typical year:

**40,000 new homes** join our clean water network

we add over **100km of new water mains** to our network

# The balancing act.

Customer  
service

Competition  
and  
regulation

Planning  
for and  
enabling  
growth

# Diverse customer needs.



## Alternative connection providers

SLPs

NAVs

## Large-scale developers

Major homebuilders

Engineering consultants

Land promoters

Major construction

## Small-scale developers

Home owners

Small builders

# Promoting choice in the connections market.



# Promoting choice in everything we do.



On the Developer Services website



On p1 of quotes

... and on p3 of our charging arrangements



Educating our people about choice



SLPs and NAVs welcomed to our Developer Days

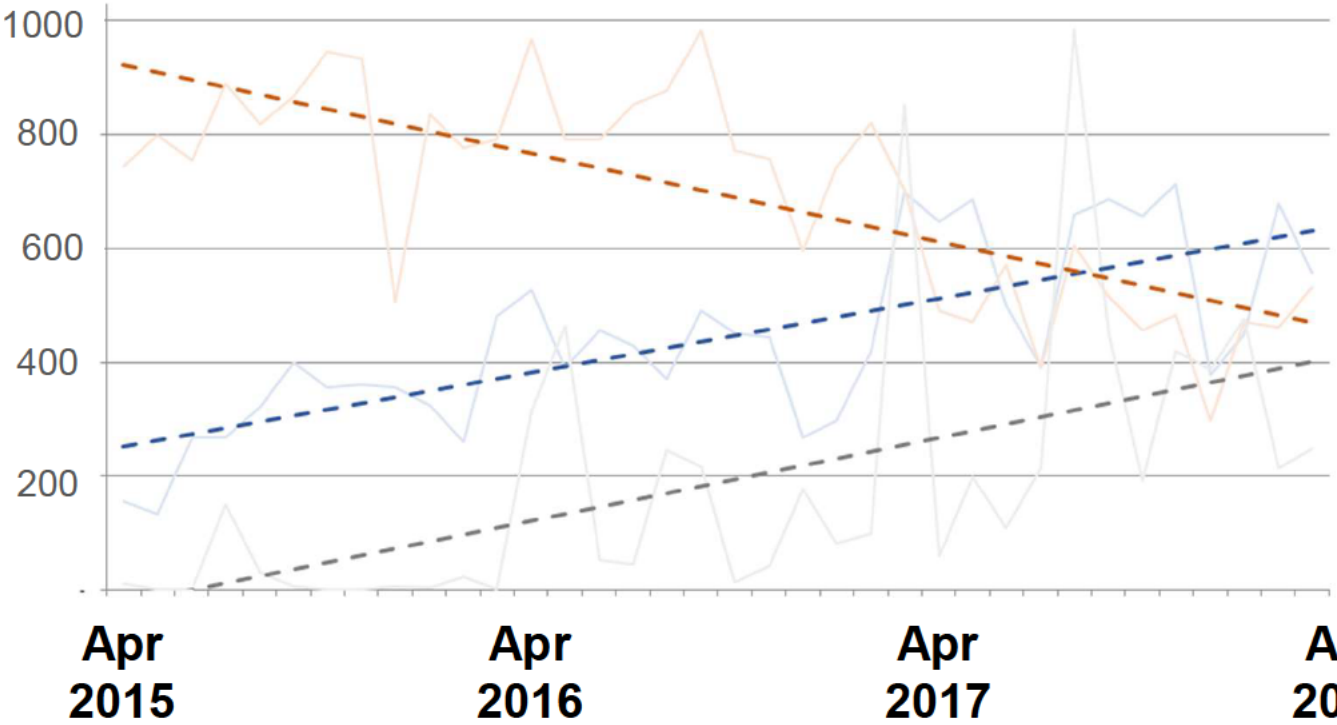


Dedicated SLP and NAV forums

Account management support for SLPs and NAVs

# The evolving water connections market.

Number of water connections



Total connections on new mains

Total connections to existing mains

Self-laid connections

# Delivering for large-scale developers.





In the past...



# Being open and transparent.

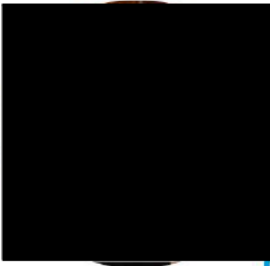


**Face-to-face**

Forums and workshops

Customer relationship managers

‘Ask the expert’ technical 1:1s

Developer Scrutiny Panel


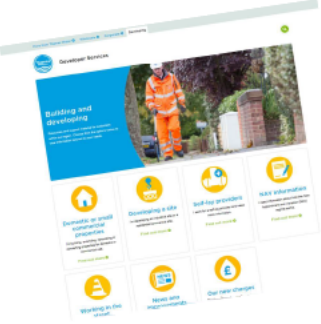




**Digital**

Developer e-newsletter

DS website

LinkedIn

# Evolving our service.



Area	Ref	Type	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046	2047	2048	2049	2050									
Pre development stages - capacity target	001	PRE	10000	10000	-	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000							
Full development stages - capacity target	002	PRE	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000				
Full development stages - capacity target	003	PRE	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000		
Full development stages - capacity target	004	PRE	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	
Full development stages - capacity target	005	PRE	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000	10000



# Charges for new connections.



## 2018 changes

- Clarity and transparency
- Cost certainty
- Need for time certainty in network reinforcement

## More changes ahead in 2020



# Making progress.

There's still more to do...

...but we're on the right track



“ These [Ask the expert] sessions make a big difference ... I see it only as a positive initiative. ”



## What's next?



**Alternative  
connection providers**



**Large-scale  
developers**



**Small-scale  
developers**

D-MeX

2020 connection charges

Code for water adoptions

Code for sewer adoptions

New website

**Thank you.**

