

## Positive Feedback comments on TW Developer Services

Captured by DS Marketing & Engagement team, 30 April 2019

**26 April 2019**

Email to [REDACTED]:

'I have recently been appointed into a new role leading both the Developer and Wholesale Market Services at Southern Water known as 'Business Channels'. I have lead the Wholesale Market Services team for the last 3 years, being involved in the design and launch of the non-household market.

'I'm really keen to meet with other Developer Services leaders in the water industry and was hoping I could come and visit you and your team at Thames. **I've been speaking to some of our customers over the last few weeks and they have all commented on the positive turnaround that you have delivered at Thames.**

'We are 6 months into an improvement programme ourselves so it would be good to listen to what you have learnt along the way. I'd be happy to share with you what we are planning to deliver in terms of improvements too.'

**February 2019**

A recently-published report from financial regulator Ofwat has praised Developer Services' approach to the introduction last year of fixed charges, set out in our new connections charging arrangements.

Last year was the first time we and other water companies had had to decide and publish fixed charges, with the aim of giving developers a better idea of the costs they were likely to face.

Ofwat, which introduced the new requirement, said in their report on Thames Water: "The new connections charging arrangements were particularly well laid out and accessible. They included clear explanations of what work was needed at each stage, and the charges that applied.

"Clear, helpful diagrams were also included. A number of worked examples were provided, which were clear and helpful and supported the main document."

Ofwat also assessed Thames Water as one of only two companies that 'exceeded expectations' in engaging with stakeholders about charges and charging policies.

In a phone call, Ofwat praised our Developer Day, saying there had been positive feedback from self-lay providers who attended. *[I can't find any notes on this – I think it was a call hosted by [REDACTED].]*

**December 2018**

A key trade body has praised DS for the 'seismic' improvements it says we've made in communicating with developers.

The comments came at a recent meeting with the Home Builders Federation, which represents developers who are constructing about 80% of new build properties in the UK.

[REDACTED], a [REDACTED], told representatives from DS that he had “never seen such a seismic transformation” in one company. [REDACTED] [REDACTED] said he’d heard positive mentions, for example, of our Ask The Expert sessions, where developers can meet us to discuss issues face to face.

[REDACTED], who attended the meeting, said: “The HBF were particularly complimentary about how we are engaging with them and the wider developer community. They’ve even been recommending that other water companies learn from our ways of working.”

### June 2018

Developer Services had a ringing endorsement in Parliament from a key influencer in the developer community.bn

[REDACTED], [REDACTED], who are consultants to Developers, mentioned his recent experiences with Thames Water in his submission to the EFRA parliamentary enquiry into the water sector. He wrote: “I will conclude in saying that outcome for consumers need not be just down to regulation it is also driven by the culture and attitude of the Company, which looks to be the case with Southern Water on a number of issues. **The other end of the spectrum is Thames Water where for many years they were very difficult to deal with and delivery of parts of their business was diabolical. Yet since the change in the senior leadership team about two years ago the transformation has been amazing. Thames Water is keen to engage and communicate with developers. They will listen and really try to help. In such a short length of time the changes in many areas has been miraculous.**”

### Sept 2017

[REDACTED]: ‘Thanks for giving me the leaflets Thames Water has produced relating to self-lay promotion – I really think that they are ‘spot on’.’