

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.

