

## **APPENDIX DS14(b)**

Communication sent to customers on 30 August 2019

Dear Customer

The purpose of this correspondence is to make you aware of a consultation on new water adoption codes that has been published on the WaterUK website. The consultation follows a programme of work involving water companies, self-lay providers (SLP) and developers, to develop draft sector guidance and a model adoption agreement in relation to water infrastructure. This work is being carried out to allow the water companies to comply with Ofwat's Code for Adoption Agreements which came into effect on 13 November 2017.

WaterUK conducted an initial consultation on this topic in January 2019. They received a number of responses to this consultation and Ofwat also has provided comments on the documentation. Since January, meetings have been held with SLPs, Fair Water Connections (an organisation representing SLPs) and with developers, in order to understand in more detail customers' expectations from the new regime. As a result of comments that have been received, substantial changes have been made to the documentation originally consulted on and we are now consulting on the revised suite of documents. Work is continuing on ensuring that the documents use terms in a consistent way and also to ensure that all cross-references are correct. WaterUK would be happy to receive comments from consultees on these issues. The consultation can be found on the WaterUK website via the following link:

<https://www.water.org.uk/technical-guidance/developers-services/water-asset-adoption/>