

	Area	HBF comment	Action Taken	Action Required	Support Required
1	Self Lay	a) Clarity is required regarding the Self Lay Code of Practice including the adoption of water assets. b) The Water Companies charging arrangements relating to self lay including the issue of the overall balance in charges. c) The problem with regard to a lack of self lay expansion throughout the water industry.	Met with [REDACTED] to understand issue, although we are at 60% SL there is a view that water companies charges do not encourage growth in the market and charges need to offer greater opportunity to the multi utility market. They believe that we should be 90% Self Lay I outlined the case that we offer choice in the market and we offer a competitive / customer service alternative.	arrange a joint session with HBF and ST to share detail of how charges are created and pressure test the charges and potential future changes. Include [REDACTED]	
2	BPEC Accreditation	How to get nationally recognised ground workers accreditation	Discussed scheme with BPEC to understand how it works & how it could replace our Watermark scheme BPEC issued draft training material for review 04/02 Agreed in principle with ST water regs team that we would support the scheme	review material with water regs & agree approach clarify governance process Agree role out and adoption plan	H2 use our training academy
3	Enabling Infrastructure	how to speed up enabling infrastructure to allow site development at a greater pace	Customer Journey Project up and running in ST but not visible external stakeholders	Share visible update / timelines / outputs visible at HBF forums	
4	Sustainable Developments	there is disappointment from the WSFG that there is lack of engagement from water companies around innovation	Met with [REDACTED] to share innovation ideas - supportive of a shower don't like toilet. Identified [REDACTED] as someone to work with who is vocal at WSFG	develop innovation pack with innovation team to be shared at WSFG Meet [REDACTED] to develop opportunity	
5	smart metering	lack of a clear plan to introduce smart metering in all water companies	Agreed with ST project team to involve HBF in 2019 trial Share with HBF who are challenging ST logic and approach, including metering strategy HBF and [REDACTED] offered to share learning from other company trials	review trial plan with [REDACTED] joint metering trial meeting with HBF & Severn Trent start trail with HBF member	
6	charging arrangements	A growing number of house builders are reporting increases in cost arising from the new charging arrangements, albeit this does not apply across the Water & Sewerage Sector as a whole. That said, a range of concerns continue to be raised.	we believe that we are charging fair and reasonable costs but more could be done to engage with the HBF	Joint session with HBF to explain charges, logic, future thinking etc Include [REDACTED] and [REDACTED]	
7	inset / NAV appointments	The Ofwat investigation in 2017 clearly stated NAV competition had failed. The report 26th May 2017 identified the barriers preventing competition, which are summarised below followed by a progress update on each area: • Ofwat policy and process around applying for a NAV licence; • Behavioural barriers – Incumbent water companies provision of information and input services needed by NAVs. Includes response to applications for the site point-of-connection. Page 9 of 10 • Pricing – the margin that NAVs are able to earn. Includes the incumbent's wholesale boundary charge to a NAV site and also the income offset.	Although not a topic of conversation with [REDACTED] it is a topic of conversation withing WSFG and there is the opportunity to proactively engage with HBF about the ST approach. ST have a dedicated team to manage NAV activity.	Agree engagement approach for NAV's team with HBF	
8	Approach to Leakage	the HBF are interested to understand water companies approach to monitoring and managing leakage. Specifically the methodology on how we measure leakage and why the driver to put meters in boundary boxes is the current approach.	Good discussion had with [REDACTED] but it is clear that further discussion is required to share thinking and approach.	Joint session with HBF to explain approach to leakage with ST expert.	
9	Adoption Codes training		ST are arranging training for the midlands on the changes to the adoption codes for all developers. The details and dates are currently getting finalised but ST would like to offer the training through the HBF to improve understanding and increase the attendance.	ST to share details with HBF when available	