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**From:** newconnectioncharging  
**Sent:** 17 September 2019 10:24  
**To:** newconnectioncharging <newconnectioncharging@southernwater.co.uk>  
**Subject:** Southern Water - New Connection Charging Consultation - closes 4 October 2019



from  
Southern  
Water 

## Business Channels

Dear Customer,

Annually we update customers on how we charge our customers for new connections, so we're running a consultation to hear what our customers think.

We update our charges annually in line with guidance from Ofwat, the economic regulator for the water sector. This year there are significant changes to how the income offset is treated and this will be one of the major focus areas of this consultation.

Your feedback on our proposals will help us consider all aspects of the new charging framework before we finalise our approach. To have your say, please read the attached document then:

- Use our survey [Respond to our survey - click here](#)
- Email us at [newconnectioncharging@southernwater.co.uk](mailto:newconnectioncharging@southernwater.co.uk)
- Write to us at Developer Services - New Connections Charging  
Southern Water  
Sparrowgrove  
Otterbourne  
Hampshire  
SO21 2SW

Please respond to us by **Friday 4 October 2019**.

We look forward to hearing from you.

Kind regards

[Redacted]

[Redacted]

[Redacted]

[southernwater.co.uk](http://southernwater.co.uk)



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[Redacted]

**From:** Developer Communication

**Sent:** 23 August 2019 16:01

**To:** Developer Communication <Developer.Communication@Southernwater.co.uk>

**Cc:**

**Subject:** New Connection Charging - April 2020 - Workshop



from  
Southern  
Water 

## Business Channels

Dear Customer,

We will be hosting a workshop to discuss our **New Connection Charging Regime for April 2020**. Before we go out to consultation with all our customers, we would welcome the opportunity for you to provide your feedback and have input into our plans for April 2020.

<https://www.ofwat.gov.uk/publication/charging-rules-for-new-connection-services-english-undertakers-from-april-2020/>

- **Thursday 12 September 2019 – 8.30am – 12pm**
- **Location to be confirmed**

If you would like to attend, please register your interest by replying directly to this inbox by

Friday 30<sup>th</sup> August 2019.

Kind regards



[southernwater.co.uk](http://southernwater.co.uk)



from  
Southern Water

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# Developer Services New Connection Charging 2020 Consultation

September 2019



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## Introduction

Annually we update customers on how we charge our customers for new connections, so we're running a consultation to hear what our customers think.

We update our charges annually in line with guidance from Ofwat, the economic regulator for the water sector. This year there are significant changes to how the income offset is treated and this will be one of the major focus areas of this consultation.

Ofwat's new connection charging rules state that our charges should reflect:

- fairness and affordability
- environmental protection
- stability and predictability
- transparency and customer-focused service

Our consultation covers:

- income offsetting approaches
- infrastructure charges
- site-specific charges - water
- site-specific charges - wastewater
- transitional arrangements

Our new charging mechanism will be developed to maintain our balanced approach to developers, Self-lay providers, New Appointment and Variations and our bill payers.

We will publish our new charging approach on 1<sup>st</sup> February 2020. This will enable developers and other customers to estimate costs at the earliest stages of the development process and understand the impacts associated with the new charging mechanism.

## How to have your say

Your feedback on our proposals will help us consider all aspects of the new charging framework before we finalise our approach. To have your say, please read this document then:

- email us at [newconnectioncharging@southernwater.co.uk](mailto:newconnectioncharging@southernwater.co.uk)
- Write to us at: Developer Services - New Connections Charging  
Southern Water  
Southern House  
Sparrowgrove  
Otterbourne  
Hampshire  
SO21 2SW

The deadline for feedback is **4 October 2019**. We'll use your feedback to shape our final proposals which we will publish on 1 February 2020.

## Key rule changes for 2020

There is a key change in the New Connection Charging rules for 2020. This revolves around how the income offset is treated.

### Our current approach

Currently we apply an income offset discount to new water mains and sewers that are constructed using the requisition approach. This is primarily provided for developers.

For Self-Lay Providers (SLPs) we offer an Asset Payment that is developed based upon the same principles as the calculation of the income offset for requisitions.

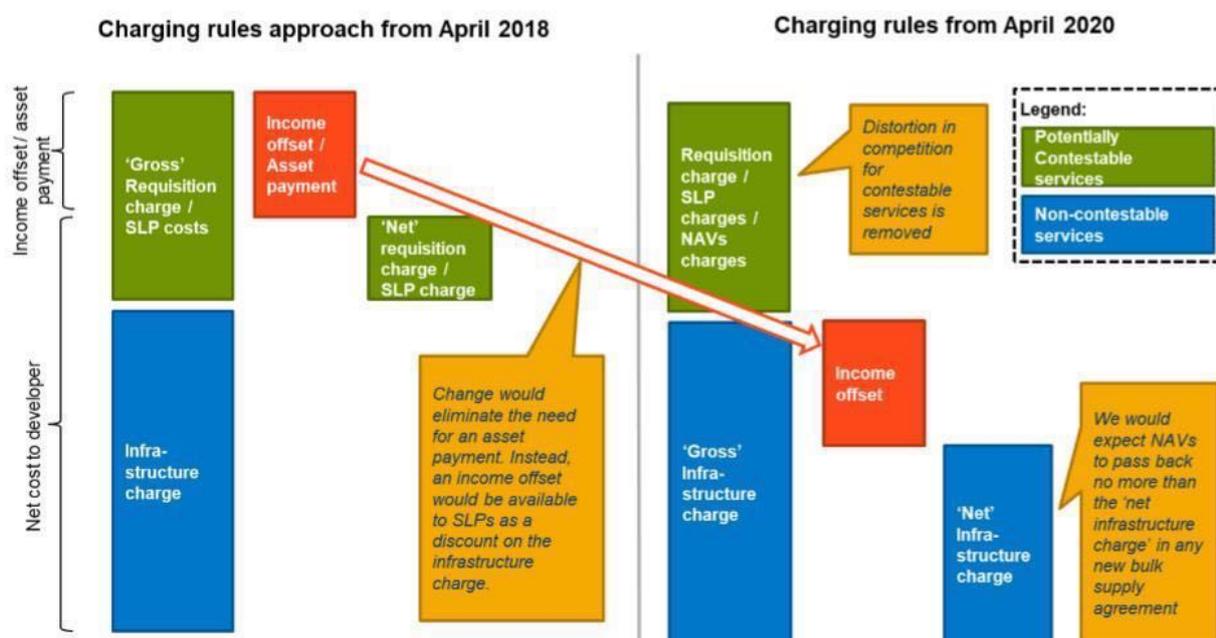
For New Appointment and Variations (NAVs) we also offer an income offset/asset payment equivalent that applies to their bulk service agreements with us, again based upon the same calculation method associated with requisitions.

### The future approach

In November 2017 Ofwat communicated the decision to transfer the income offset over to the infrastructure charge instead of the requisition charge. This was to:

- make the income offset fairer, in that it would be offered to all developers making a connection, not just those building site specific mains
- provide a more transparent method of offering income offsets to NAV customers
- promote efficiency through ensuring that site-specific activities are delivered based upon the best value approach for the delivery, improving competition in the market at the same time

The below diagram indicates that broad proposed structure of how the income offset will be moved.



In July 2019 Ofwat further clarified how Rule 19 (Balance of Contributions) should be interpreted. This also made clear that if the income offset was larger than the infrastructure charge, a credit or payment may need to be made to the customer. This was a change from some of the initial assessments of water company plans during the current PR19 price review process.

The historic balance of contribution percentage is the proportion of income that we received from developers and other customers in relation to the following main expenditure items:

- New mains and sewers
- New connections
- Network Reinforcement
- Diversions

Ofwat have stated that they expect companies to maintain the broad balance of contributions in relation to the position before the new connection charging rules were implemented in 2018.

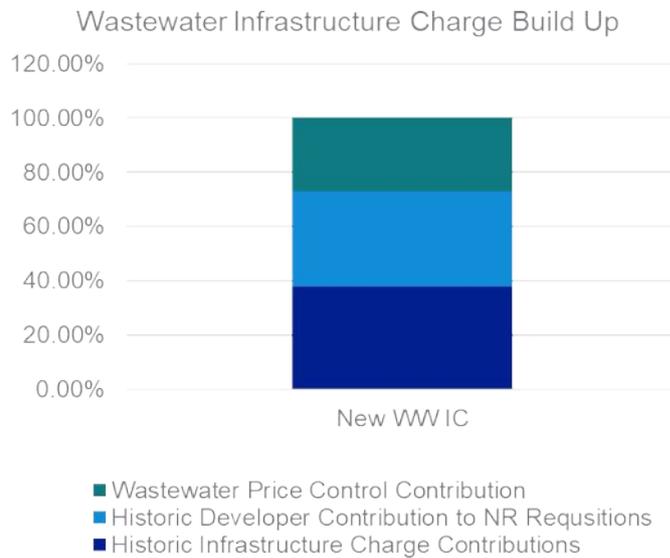
## Changes to our charges from 2020

### Income offset - Wastewater

In the wastewater area, we have already developed an approach where a degree of income offset is incorporated within our Infrastructure Charge. This was because most of our historic requisition expenditure (and associated income offset contribution) was associated with network reinforcement activities.

As we could not 'maintain the balance of contributions' within the wastewater area without incorporating the residual income offset that was associated with this expenditure, we publish a net infrastructure charge for wastewater that includes an element of income offset.

Full details of this can be found in our 2019/20 New Connections Charging Arrangements. The current overall split is detailed in the below chart.



The overall income offset is circa 27% of the per property unit cost of delivering network reinforcement.

The income offset is currently tiered so that customers who have a development of 20 or less properties pay a lower net infrastructure charge. This was designed to mitigate impact on customers with smaller developments and ensure that the combined impact of water and wastewater infrastructure charge price changes were manageable for our smaller developer customers.

There is a small remaining income offset that is associated with site-specific sewer requisitions. We propose to incorporate this residual income offset into our infrastructure charge this year.

## Income offset – Water

In the water area, most of our income offset applies to requisition expenditure, asset payments and associated NAV equivalence agreements. These all apply to site specific mains laying activities.

The way we propose to alter our income offsetting approach in water will be the biggest change to our charging approach this year.

We have reviewed our historic water expenditure and income. We assess that historically we've recovered around **75%** of our expenditure through customer grants and contributions. The remaining 25% is essentially funded by the existing wider water company bill payers.

When we apply this to our PR19 business plan forecasts for 2020 to 2025, the 24% that is funded by the existing bill payer results in a circa **£400** income offset credit that would need to be applied to the infrastructure charge from 2020 onwards. As we have a very low level of water infrastructure charges forecast for 2020 – 2025, this would likely result in a payment for many customers, or a credit off other services provided, if undertaken by Southern Water.

At this stage we propose to offer this income offset as a flat credit across every property connected. This would align to the fairness principle referenced by Ofwat in their November 2017 decision document.

We have considered an alternative where larger developments (excluding flats) would receive a higher income offset credit than smaller ones. This would mitigate impact on developments over a certain size (say 20 properties). This approach would be more difficult to administrate, would be less straightforward to customers and would not meet objectives originally detailed within the 2017 Ofwat decision document.

**Do you agree with our approach on implementing a flat income offset per property?**

**Would you prefer a payment of the income offset or a credit against other charges (for example the wastewater infrastructure charge)?**

**Are there any other approaches that you would like us to consider with respect to the income offset?**

**What approaches would you recommend for us to publicise these changes to our customers?**

## **Infrastructure Charges**

We do not propose to make any significant changes to the mechanism that we utilise to calculate infrastructure charges for 2020 onwards. We will calibrate and align our charges against our forward expenditure forecast within our PR19 plan.

Our forecast network reinforcement expenditure for 2020 to 2025 within our PR19 plan is lower on a per property connected basis than it has been in AMP6. This would result in a reduction in the gross infrastructure charge for both water and wastewater. As the gross charge is likely to reduce to lower level, we intend to remove the tiered approach in wastewater that see larger developments pay a higher charge. This will result in a single fixed charge for both water and wastewater.

Our infrastructure charges are not zonal and apply at a uniform rate across our region. We intend to maintain this approach into 2020.

We have published our headline Infrastructure Charges on a 'net' basis since the introduction of new connection charging in 2018. We will publish these on a gross basis in future along with the

income offsets that will apply to allow customers to calculate the net infrastructure charge (or payment) required.

We are considering our approaches for offering discounts that promote developments with improved environmental outcomes. The water infrastructure charge currently has a £200 discount for developments where properties are constructed to meet lower per capita consumption targets of 110 litres per person per day. This aligns with our Target 100 long term goal of reducing overall per capita consumption to 100 litres per day.

We would like to maintain our approach for offering discounts for water efficient developments however would like opinions on how our customers would like to see this evolve.

We would also be grateful for customer perceptions on potential discounts associated with the wastewater infrastructure charge. We are particularly interested in gauging customer perspective on SuDs adoption and whether the environmental benefits of these approaches are likely to be widely adopted by developers.

We currently offer customers the opportunity to pay infrastructure charges up-front or on connection. We are considering our payment options from 2020 onwards and how these would be impacted by income offset credits. We would welcome opinions from customers in this area as part of this consultation.

## **Do you agree with our approach of developing a single tiered charge for both water and wastewater?**

## **Would you like us to continue with a discounting mechanism that aligns with our Target 100 goals?**

## **Would you like us to consider any discounting approaches to the wastewater infrastructure charge that may align with the adoption of SuDs?**

### **Site specific charges – water**

#### **Water connections**

In the area of water connections, we do not propose any specific change to our charging structure at this stage.

We will be reviewing how accurately our charges are tracking actual costs in the key charging components.

This year is the transition between AMP6 and 7 and as a result we are currently negotiating revised frameworks with our delivery suppliers. This may result in small adjustments to the cost to provide the service, which may be reflected in the charge to the customer.

The above items give the possibility of small changes to individual charges however at this stage it does not look like these will be significant. The changes will continue to ensure that our charges are cost reflective and promote effective competition in the market.

### Water - new mains laying

In the area of new mains laying we are not proposing significant changes to our overall charging structure.

We will be further developing the sample size of developments that allow us to formulate the 'integrated per metre charge' which includes a typical allowance for valves and hydrants within it.

We are considering rationalising some of our pipe diameter bandings where charges are very similar (for example 63mm and 90mm) and potentially harmonising our made ground charges.

This year is the transition between AMP6 and 7 and as a result we are currently negotiating revised frameworks with our delivery suppliers. This may result in small adjustments to the cost to provide the service, which may be reflected in the charge to the customer.

As with water connections, above items give the possibility of small charges to individual charges however at this stage it does not look like these will be significant. The changes will continue to ensure that our charges are cost reflective and promote effective competition in the market.

## Would you like to see any changes to how our water connections charging approach is structured?

## Would you like to see any further changes to how our water mains laying charges are developed?

### Site specific charges – wastewater

#### Wastewater connections

We propose to remove our construction charges associated with wastewater connections. These charges have been very infrequently utilised as we very rarely insist on undertaking connection work directly ourselves.

In the very rare circumstances that we would need to undertake construction works directly under S107, our charges would be based upon the wastewater sewer laying charges and would be subject to the same complexity exclusions that apply to those charges. This will ensure that the customer charge is as accurate as possible in those rare circumstances that we need to undertake work directly.

#### Wastewater – new sewers (Requisitions)

As with the water area, we are negotiating new delivery frameworks for suppliers who deliver work for us in this area. These would be new approaches and as a result there is higher scope for charge fluctuation in this area. We intend to align our charges with these supplier rates which would provide increased cost reflectivity in this area.

We are considering the removal of some of the larger diameter pipe ranges as these are infrequently utilised. This will simplify the overall charging structure.

## **Are you happy with the proposal to remove the wastewater connections construction charges from our 2020/21 Charging Arrangements?**

## **Do you have any other preferences that you would like to see from our published wastewater charges?**

### **Transitional arrangements**

We publish our charging arrangements on the 1<sup>st</sup> February 2020, but they only come into use from the 1<sup>st</sup> April 2020.

From the 1<sup>st</sup> April 2020 we will be issuing all quotations on the basis on our 2020/21 New Connection Charging Arrangements. Given that the changes to income offsetting impacts on multiple services that we offer, we feel that a clear date to make the change that applies to all services is appropriate.

All quotes issued before 1<sup>st</sup> April 2020 will therefore be developed on the basis of or 2019/20 Charging Arrangements.

We feel that a limitation of our prior transitional arrangements was the open ended time horizon for acting on quotations issued under the pre-2018 charging approach.

We do however recognise that our standard 3 month validity period for quotations may not be appropriate in these exceptional circumstances where customers have often difficult decisions to make on their preferred way to progress.

We therefore propose a 6 month validity period that will apply to all our offers that are issued under our current 2019/20 Charging Arrangements. We feel that this is an appropriate time horizon to allow customers to make effective decisions whilst allowing us to manage the operational transition to the 2020 New Connection Charging mechanism.

Post 1<sup>st</sup> April 2020, minor changes to existing agreements will be made on the basis of the Charging Arrangements that applied to the agreement in question.

More fundamental changes (for example future phases of development) would entail the progression of a new agreement under the 2020/21 Charging Arrangements.

## **Do you agree with selecting a clear date where we will transition all services to the 2020/21 Charging arrangements?**

**Do you agree that a 6 month validity period is a sufficient period of time to honour quotations based on the 2019/20 Charging Arrangements?**

**Do you agree that fundamental changes in scope should result in a new agreement based on the 2020/21 Charging Arrangements?**

**What alternative considerations do you think we need to make when considering transitional arrangements from a customer perspective?**

**What approaches should we consider for communicating the changes to our charges and the transitional arrangements to our customers?**

## **Payment terms**

The proposed changes could have significant cash flow implications to developers, especially those developments that have significant elements of site specific water mains to construct. This is because we currently require payment up-front for these activities, however they are also currently subject to a significant discount through our income offsetting approach. This will result in a much larger payment to be required for these services in future.

We are open to feedback from customers about how this could be mitigated, such a staged payments or other alternative approaches. We welcome open feedback in this area, especially in relation to methods that work well through your experience with other water companies or service providers.

**What alternative payment approaches should we consider to mitigate impact on cashflow for customers?**

**What innovate approaches are you seeking in the market that you feel we should be aware of?**

## **Charging Arrangements document**

We are currently reviewing our Charging Arrangements document to ensure that it is meeting the needs of our stakeholders. We have identified a few areas that may assist customers including:

- The incorporation of a map detailing of water supply areas and wastewater catchments
- Inclusion of diagrams for the worked examples
- Incorporation of simple pipe sizing guides for estimating purposes
- Inclusion of some of wider charges for example build over charges
- Inclusion of a glossary to assist non-technical users
- Our Developer Services Calculator

We would like feedback from our customers if there are any areas that you would like to see included (or removed) for clarity.

**Do you agree that the above inclusions would be useful for customers?**

**Are there any other items that you would like to see included within our Charging Arrangements?**

## Appendix 1 – AMP7 customer impact

### General information on the case studies

As part of the development of new charges, we are committed to understanding the impact on different classes of customers. In conjunction with the industry, Ofwat have developed some case study scenarios that will help both us and customers understand the impact that these changes will have within different charging scenarios.

Using our AMP7 plan as indicative approach we can make an initial impact assessment on the likely impact to customers overall bills.

It must be stressed that these scenarios are generated using very preliminary data, are based on our AMP7 plan forecasts and do not take into account any financial adjustments (for example moderation of the Infrastructure Charges to match expenditure over the rolling 5 year period). These scenarios will evolve, and it is not recommended that these are utilised for detailed business case development.

### Infrastructure Charges

For these scenarios we have simply worked up an AMP7 gross unit cost for network reinforcement. This is:

the overall PR19 investment forecast / the number of properties connected

For water this equates to circa **£35** per property connected.

For wastewater this equates to circa **£850** per property connected.

### Income offset

The income offset for water and wastewater is based on our current perspective of what is required to 'maintain the balance of contributions' (see Page 5).

For water, our initial assessment equates to circa **£400** per property connected.

For wastewater, our initial assessment equates to circa **£275** per property connected.

### Net Infrastructure Charges

The net infrastructure charges are therefore:

For water this equates to **-£365** per property connected.

For wastewater this equates to **£575** per property connected.

### Water site specific costs

For water site specific works, we have generated estimates based on our current charging arrangements. These estimates include application, administration and design fees where appropriate. This area is predominantly contestable, and the customer has a range of choices of how to deliver these items and minimise their overall costs.

## Wastewater site specific costs

For wastewater site-specific works we have assumed that developers will undertake most of the construction activities. The costs that have been allocated here generally comprise of Sewer Connection application fees and Section 104 application and inspection fees. This area is predominantly contestable, and the customer has a range of choices of how to deliver these items and minimise their overall costs.

## Standard scenario 1

Scenario 1 - Single connection	No new mains/sewer required; 25-32mm and 100mm water/lateral drain pipe as applicable; Combination of footpath and road surface types in calculations; Short and long connection and road crossing
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Service type	Scenario 1	
	2019/20	2020
<b>Water</b>		
Service connections	£927.30	£927.30
New mains	£0.00	£0.00
Income offset	£0.00	-£400.00
Infrastructure Charges	£200.00	£35.00
<b>Total</b>	<b>£1,127.30</b>	<b>£562.30</b>
<b>Wastewater</b>		
Service connections	£295.83	£295.83
New sewers	£0.00	£0.00
Income offset	£0.00	-£275.00
Infrastructure Charges	£550.00	£850.00
<b>Total</b>	<b>£845.83</b>	<b>£870.83</b>
<b>Overall total</b>	<b>£1,973.13</b>	<b>£1,433.13</b>

## Standard scenario 2

Scenario 2 - New block of flats (10 units)

No new mains/sewer required;  
Large diameter water connection and a single sewerage connection;  
Combination of footpath and road surface types;  
Short and long connection and road crossing

Service type	Scenario 2	
	2019/20	2020
<b>Water</b>		
Service connections	£2,596.30	£2,596.30
New mains	£0.00	£0.00
Income offset	£0.00	-£4,000.00
Infrastructure Charges	£2,000.00	£350.00
<b>Total</b>	<b>£4,596.30</b>	<b>-£1,053.70</b>
<b>Wastewater</b>		
Service connections	£295.83	£295.83
New sewers	£0.00	£0.00
Income offset	£0.00	-£2,750.00
Infrastructure Charges	£5,500.00	£8,500.00
<b>Total</b>	<b>£5,795.83</b>	<b>£6,045.83</b>
<b>Overall total</b>	<b>£10,392.13</b>	<b>£4,992.13</b>

## Standard scenario 3

Scenario 3 - Small house development (10 new connections)

New mains and sewer required – total length 50m each;  
Combination of unmade and road surface types

Service type	Scenario 3	
	2019/20	2020
<b>Water</b>		
Service connections	£3,959.12	£3,959.12
New mains	£10,457.17	£10,457.17
Income offset	-£10,457.17	-£4,000.00
Infrastructure Charges	£2,000.00	£350.00
<b>Total</b>	<b>£5,959.12</b>	<b>£10,766.29</b>
<b>Wastewater</b>		
Service connections	£295.83	£295.83
New sewers	£1,515.00	£1,515.00
Income offset	£0.00	-£2,750.00
Infrastructure Charges	£5,500.00	£8,500.00
<b>Total</b>	<b>£7,310.83</b>	<b>£7,560.83</b>
<b>Overall total</b>	<b>£13,269.95</b>	<b>£18,327.12</b>

## Standard scenario 4

Scenario 4 - Medium house development (50 new connections)

New mains and sewer required – total length 300m each;  
Combination of unmade and road surface types

Service type	Scenario 4	
	2019/20	2020
<b>Water</b>		
Service connections	£19,515.56	£19,515.56
New mains	£36,457.00	£36,457.00
Income offset	-£36,457.00	-£20,000.00
Infrastructure Charges	£10,000.00	£1,750.00
<b>Total</b>	<b>£29,515.56</b>	<b>£37,722.56</b>
<b>Wastewater</b>		
Service connections	£295.83	£295.83
New sewers	£4,515.00	£4,515.00
Income offset	£0.00	-£13,750.00
Infrastructure Charges	£38,250.00	£42,500.00
<b>Total</b>	<b>£43,060.83</b>	<b>£33,560.83</b>
<b>Overall total</b>	<b>£72,576.39</b>	<b>£71,283.39</b>

## Standard scenario 5

Large house development (200 new connections)

New mains and sewer required – total length 1,000m each;  
Combination of unmade and road surface types;

Service type	Scenario 5	
	2019/20	2020
<b>Water</b>		
Service connections	£77,823.21	£77,823.21
New mains	£118,765.00	£118,765.00
Income offset	-£118,765.00	-£80,000.00
Infrastructure Charges	£40,000.00	£7,000.00
<b>Total</b>	<b>£117,823.21</b>	<b>£123,588.21</b>
<b>Wastewater</b>		
Service connections	£295.83	£295.83
New sewers	£15,515.00	£15,515.00
Income offset	£0.00	-£55,000.00
Infrastructure Charges	£153,000.00	£170,000.00
<b>Total</b>	<b>£168,810.83</b>	<b>£130,810.83</b>
<b>Overall total</b>	<b>£286,634.04</b>	<b>£254,399.04</b>

**From:** Developer Communication  
**Sent:** 22 March 2019 14:05  
**To:** Developer Communication <sm\_devecom@southernwater.co.uk>  
**Subject:** Southern Water - Your invite to our annual Developer Services Day - April 2019



**Developer Services day**

Friday 22 March 2019

## Your Invitation!

We're delighted to invite you to join us for our annual Developer Services Day 2019

**30 April 2019**

**10am – 3pm** – lunch will be provided

Please join us at the **AMEX Stadium, Brighton** where we will have a morning of presentations, you will hear from our CEO and Customer & Commercial Director, followed by an afternoon of workshops. Throughout the day you will have the chance to meet our exhibitors and finish the day with a raffle!

**How to confirm your place and register for our workshops**

If you'd like to join us, please confirm your place by replying to this email: [sm\\_devecom@southernwater.co.uk](mailto:sm_devecom@southernwater.co.uk) by 12 April 2019.

Please include: names and email addresses of attendees, dietary requirements and choice of workshops.

Please register your interest for a maximum of three of our workshops below:

1. New Connection Charging 2019/2020
2. The Code for Adoption & SUDs
3. Opportunities for Digital Innovation in Developer Services
4. Planning for Growth – Wastewater
5. Planning for Growth – Water
6. Southern Water Delivery – Waste & Water

*\* We will the run workshops where we have a high interest and will do our best to ensure you attend your chosen session*

We look forward to seeing you in April.

Kind regards



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**From:** Developer Communication  
**Sent:** 14 May 2019 15:53  
**To:** Developer Communication <Developer.Communication@Southernwater.co.uk>  
**Subject:** Southern Water - Thank you - Developer Services Day  
**Importance:** High



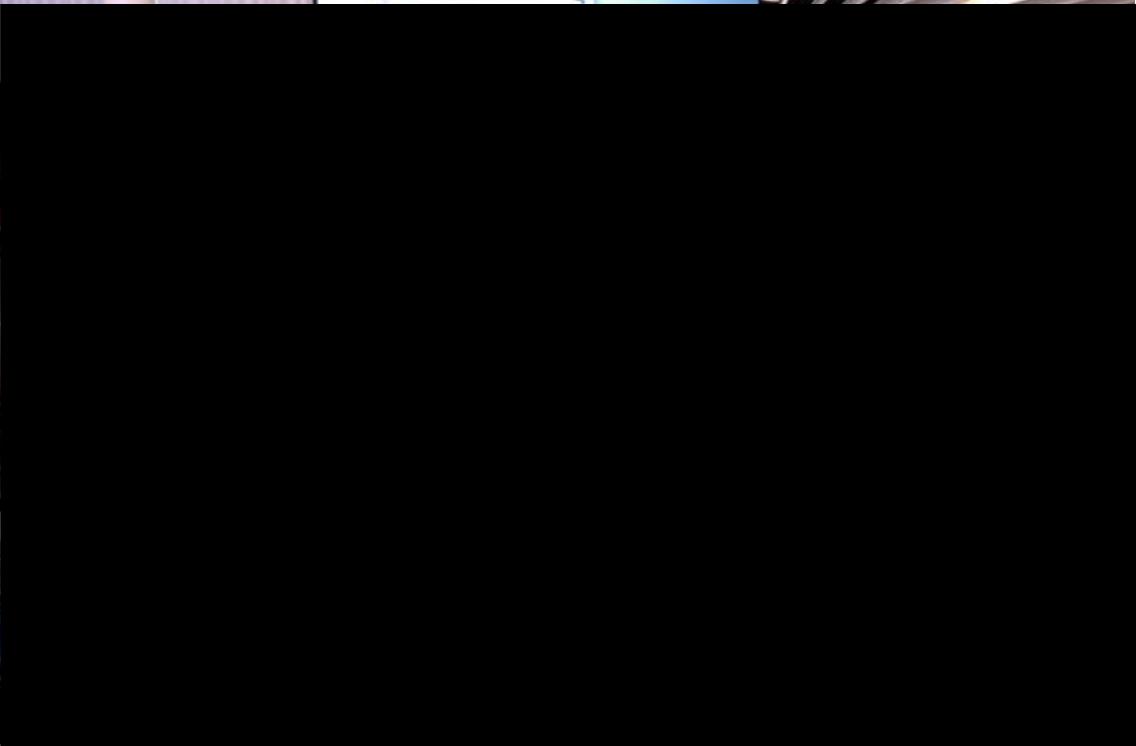
**Developer Services day**

Tuesday 14 May 2019

## Our annual event – thank you!

Thank you for your attendance at our annual Developer Services Day 2019.

Please find attached the main presentation slide deck – feel free to contact us if you have any questions.



## Your Feedback

Thank you to those whom returned their feedback form on the day and some who have already emailed us or completed the online survey. If you haven't yet provided us with your feedback please can you kindly complete the short survey below, by clicking on the link, or send us back a scanned copy of the attached form.

This will help us to understand your thoughts and will assist with shaping the follow on events.



Some feedback so far,

*"I wanted to be one of the first to congratulate you on the success of the Developer Services Day, I felt it was a day that brought Southern Water closer to the developer and then right through to the product manufacturer and supply chain"*

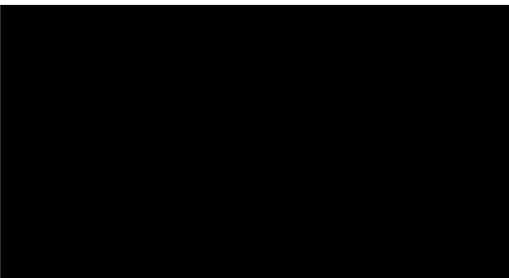
*"Thanks for the invite and hard work today, well done, good job!"*

*"Very pleased to be part of the day & look forward to the next developer day having more focus on getting the process right for self-lay"*

-

## Our video

Click on the image below to view our video!



## Next steps

We committed to host follow on events as below, dates and information to follow.

- SLP forums
- NAV forums
- Online portal training
- Local council forums
- Customer Action Group
- 'Ask the expert' sessions

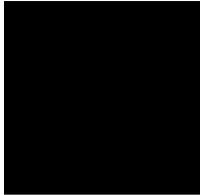
We look forward to working with you on the next steps.

Kind regards



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### FEEDBACK FORM

Thank you for attending our developer day. Feedback is very important to us, please fill out this form and post in the dedicated box or return on as you leave today.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. The developer day met my expectations	1	2	3	4	5
2. Southern Water's approach is clear and consistent	1	2	3	4	5
3. I am confident that the commitment to making improvements will make a difference	1	2	3	4	5
4. Southern Water are open and transparent in their dealings with me	1	2	3	4	5
5. Southern Water are collaborative in their approach, involving me at the right times and listening to my opinion	1	2	3	4	5
What would you like to hear about at our next developer event?					
<input type="text"/>					
<input type="text"/>					
Any other comments or suggestions relating to the day (workshops, presentations, exhibitors)					
<input type="text"/>					
<input type="text"/>					
Any other feedback					
<input type="text"/>					
<input type="text"/>					

Southern Water, Southern House, Yeoman Road, Worthing BN13 3NX  
[southernwater.co.uk](http://southernwater.co.uk)

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**From:** [REDACTED]  
**Sent:** 08 March 2019 08:59  
**To:** [REDACTED]  
**Subject:** Southern Water developer day - 30th April 2019

Good morning [REDACTED],

Hope this email finds you well.

On the 30<sup>th</sup> April 2019 we are having our annual Developer Day and we would like to offer you the opportunity to be an Exhibitor at the event.

Please see our Exhibitor proposal attached. We only have limited numbers and the stands are available on a first come, first served basis. If you are interested in being an exhibitor at the event then please do either let [REDACTED] or myself know and we will reserve your stand.

I look forward to hearing from you.

Kind regards,

[REDACTED]

[REDACTED]



M. [REDACTED]  
[www.southernwater.co.uk](http://www.southernwater.co.uk)

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# Southern Water Developer Services Day 2019



## Would you like an exhibition stand?

We would like to offer you the opportunity to promote your company and products at our next [Developer Services Day](#).

We will be inviting a large number of [Developers](#), [Consultants](#), [SLPs](#) and local [Councils](#) from the South East region.

This event will be held at [Brighton and Hove Albion's Amex Stadium](#) on Tuesday 30th April 2019 from 10.00 – 15.00.

The cost to exhibit is to [donate](#) a £250 prize of your choice for our [Developer raffle](#) which will be held at the end of the day.

You will receive a 6ft x 8ft stand.

If you'd like to join us, please reply to [REDACTED] at your earliest convenience.

We have limited availability and will be based on a first come first served basis.





### FEEDBACK FORM

Thank you for attending our developer day. Feedback is very important to us please fill out this form and post in the dedicated box by reception as you leave today.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. The developer day met my expectations	1	2	3	4	5
2. Southern Waters approach is clear and consistent	1	2	3	4	5
3. I am confident that the commitment to making improvements will make a difference	1	2	3	4	5
4. Southern Water are open and transparent in their dealings with me	1	2	3	4	5
5. Southern Water are collaborative in their approach, involving me at the right times and listening to my opinion	1	2	3	4	5
<b>What would you like to hear about at our next developer event?</b>					
<b>Any other comments or suggestions relating to the day (<i>workshops, presentations, exhibitors</i>)</b>					
<b>Any other feedback</b>					

---

**From:** Developer Communication  
**Sent:** 03 May 2019 15:51  
**To:** Developer Communication <Developer.Communication@Southernwater.co.uk>  
**Subject:** Thank you for attending - Southern Water - Developer Services Day  
**Importance:** High



## Developer Services day

Friday 3 May 2019

# Thank you for attending

Thank you for attending our annual Developer Services Day on Tuesday 30 April 2019.

You should have all received your customer pack on the day, which included all Southern Water attendees, and our list of exhibitors from the day.

Thank you to our exhibitors for the fantastic prizes we gave away at the end of the day, and congratulations to our 20 winners!

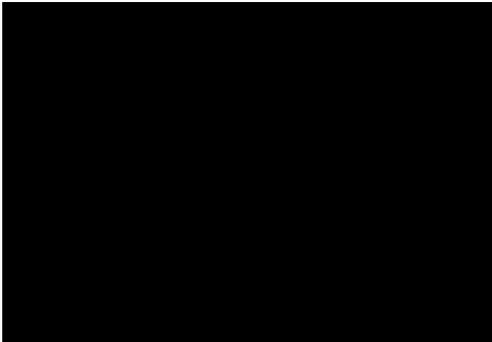
We will be sending out follow up event dates, along with a copy of our presentation slides next week.

### Feedback

Thank you to those whom returned their feedback form on the day and some who have already emailed us. If you haven't yet provided us with your feedback please can you kindly complete the short survey below, by clicking on the link, or send us back a scanned copy of the attached form.

This will help us to understand your thoughts and will assist with shaping the follow on events.

### Survey



[REDACTED]

Have a great long weekend.

Kind regards

[REDACTED]

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# Developer Services Day

30 April 2019



## About our slides

- This slide deck was used by speakers at our Developer Day on 30 April 2019.
- Slides don't always make sense out of context, so please don't hesitate to contact to us if you have any questions.

### Developer Services Communication

[developer.communication@southernwater.co.uk](mailto:developer.communication@southernwater.co.uk)



# Welcome



Time	Agenda Item	
08.30	Registration, Welcome Drinks and Exhibition stands	
10.00	Creating a resilient water future	Ian McAulay – Chief Executive Officer
	Delivering for our customers	[REDACTED]
	Working together – Developer Services	[REDACTED]
11.10	Break	
11.20	New Connection Charging	[REDACTED]
12.00	Lunch and Exhibitors	
12.40	<ul style="list-style-type: none"><li>• The Code for Adoption &amp; SuDs training session</li><li>• Opportunities for Digital Innovation in Developer Services</li><li>• Planning for Growth</li><li>• Southern Water Delivery</li></ul>	
14.45	Next steps and Raffle	

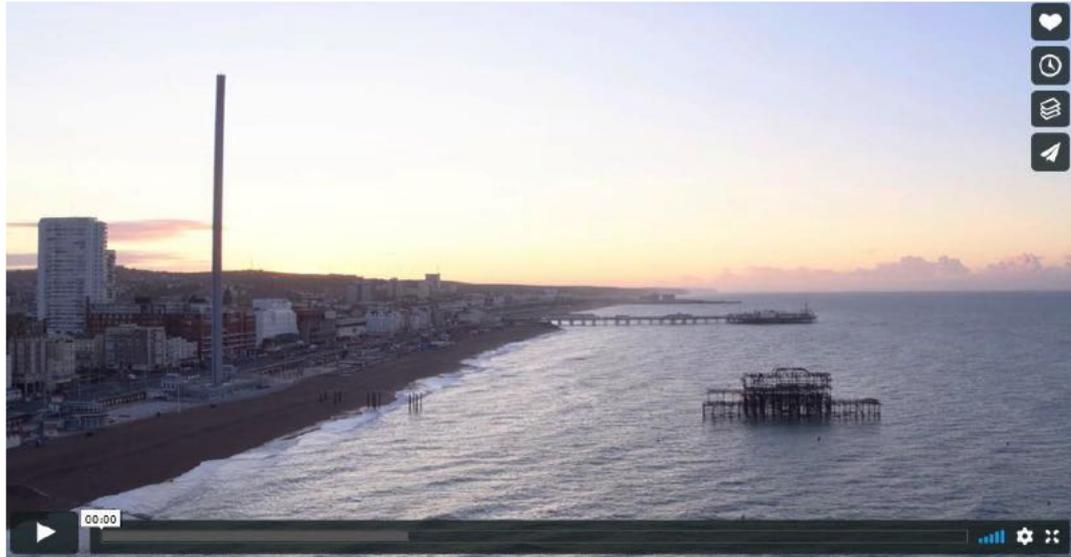


## Our Area of Operation



## The Value of Water

Please use the link to view the video



# Ian McAulay

Creating a resilient water future



# Creating a resilient water future

Each of us has an essential part to play in delivering our strategy for 2020-25 and beyond.



from  
**Southern Water**

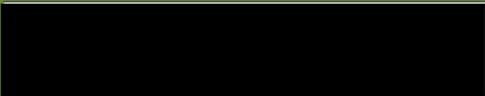




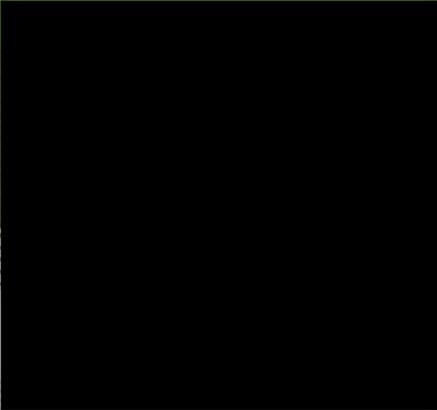
## Our new brand

The Water for Life brand will shape everything we say, and help us create a resilient water future for customers in the South East.





Delivering for our customers



# Delivering for our customers



## Your Feedback



## Delivering for our customers

Clarity of guidance  
and consistency  
across our teams

Timely responses and  
transparent ongoing  
communication

Enthusiasm for  
collaboration to  
address challenges

**It is clear that we need to focus beyond the application cycle, to support our customers' journeys in a more holistic way.**

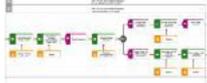
**This has shaped our improvement plans.**



Our ongoing improvements focus on simplifying the process and increasing integration across teams

## Simplifying our processes

### Example detailed process



### Process landscape



### DS lifecycle



## Developing our digital presence



## Aligning our teams to our customers' needs



## The expanded portal will be developed in 3 stages

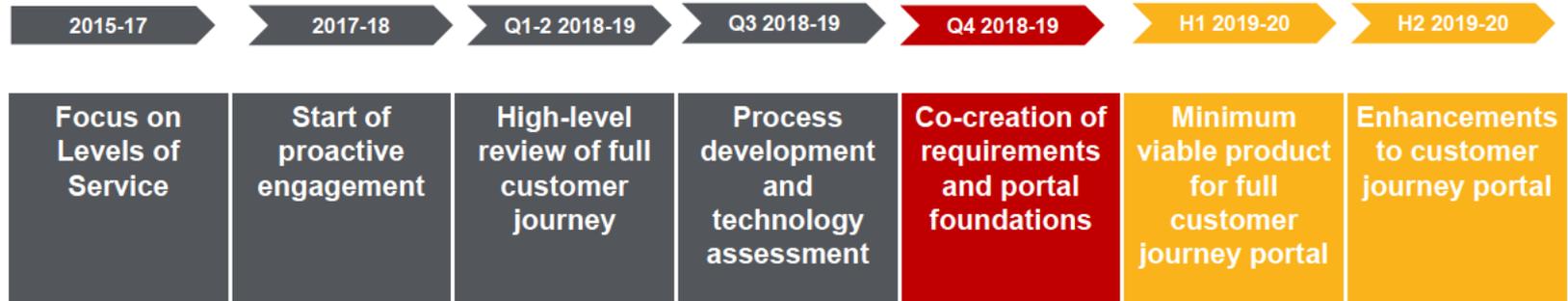
### Wireframe mock-up



### Selection of the developers involved in co-creation



# Summary of our improvement journey



→ INCREASING RISK AND REWARD →

## INNOVATION SPECTRUM

### Incremental Innovation

Being brilliant at the basics

Doing what we do better

### Transformational Innovation

Our transformational initiatives

Making a step change

### Radical Innovation

Exploring plausible futures to uncover hidden risks

Doing something new and radical