

# Consultation (including transition arrangements)

1 Feb  
new  
charges  
published

1 Apr  
new  
charges  
go live

Clear communication on consultation, plans, timings, transition arrangements

## Considerations:

- Commencement date
- Validity periods
- Changes to quotes

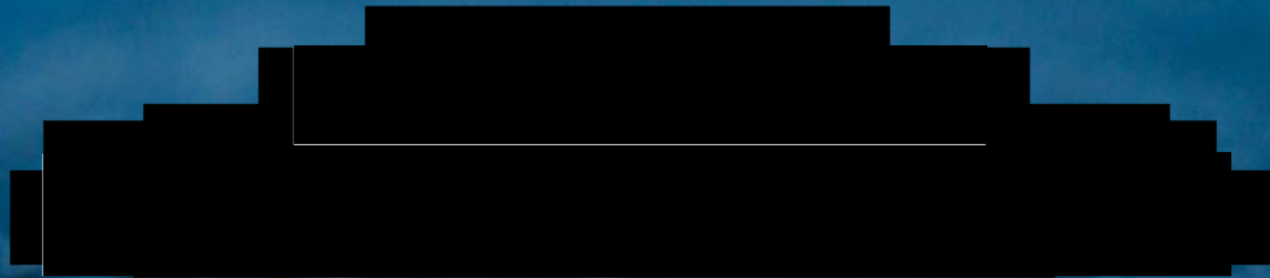
- Consultation will take place in November
- Review of cost-reflectivity ongoing and will be reflected in consultation
  - Review will continue up to deadline for publication to ensure charges are as cost-reflective as possible
- Please give us feedback!

# Thank You

Questions?

Wessex Water Developer Day  
October 2019

# D-MeX Business Transformation



**Wessex Water**  
YTL GROUP



- Drive a more customer centric approach
- Wessex Water Developer Services Vision

## Development Made Easy

- Carrot and **Stick** (6% reward 12% penalty)
- Qualitative and Quantitative
  - Performance against key metrics (service levels)
  - Survey/opinion – feedback
- Similar approach proven successful in other regulated industries (gas,elec.....)



YES! Broad measures in Electricity and Gas

# D-MeX qualitative assessment

10 minute telephone survey

17 Questions

	Extremely dissatisfied					Neither satisfied nor dissatisfied					Extremely satisfied	Don't know	N/A
a) Ease of contacting them	0	1	2	3	4	5	6	7	8	9	10	11	12
b) The quality of the information available on their website	0	1	2	3	4	5	6	7	8	9	10	11	12
c) Understanding your needs	0	1	2	3	4	5	6	7	8	9	10	11	12
d) Timeliness of response to queries and requests	0	1	2	3	4	5	6	7	8	9	10	11	12
e) Keeping you informed on													

Helps us understand where we can improve



# How satisfied are you overall...

4. How satisfied are you overall with how **[Water Company Name]** handled this particular transaction using the same scale where 0 is extremely dissatisfied and 10 is extremely satisfied.

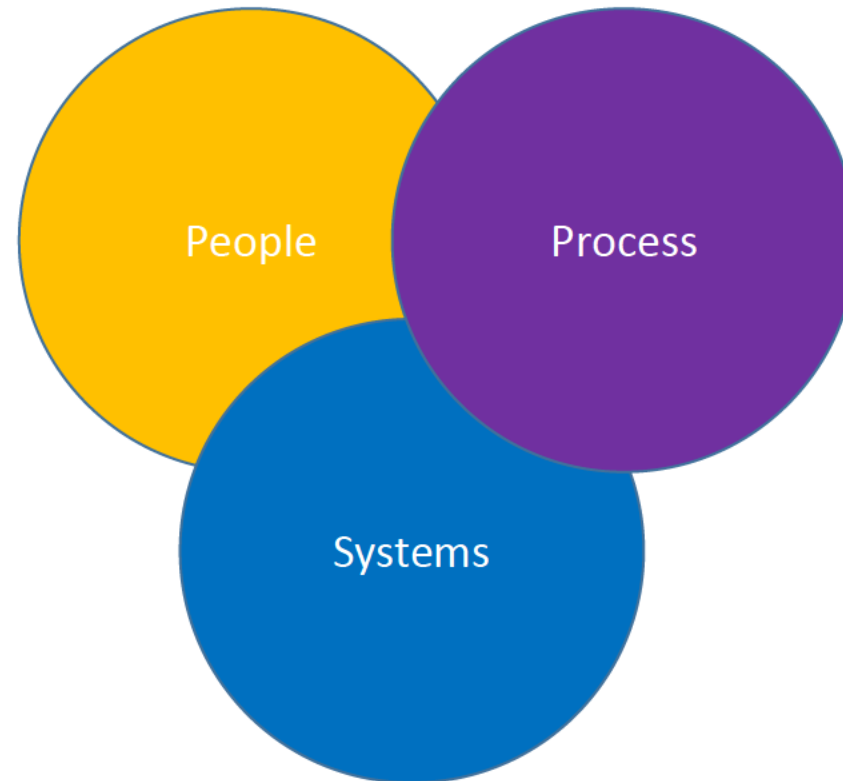
Extremely dissatisfied					Neither satisfied nor dissatisfied					Extremely satisfied	Don't know
0	1	2	3	4	5	6	7	8	9	10	11



# Development Made Easy!

# Developer Services Transformation

people, process and system



# Phase 1 – focused on the homeowner

- Simplified (amazon like) customer journey
- Self service
  - New connection as a product
  - Choose what – order – pay – choose when
- Removed un-necessary hoops
  - Build near red lines clarified and communicated
  - Build overs on site approvals
  - Stopped asking for stuff we don't use
  - Combined steps (trench inspection by the gang & water regs)
- More proactive engagement
  - We call them before they call us

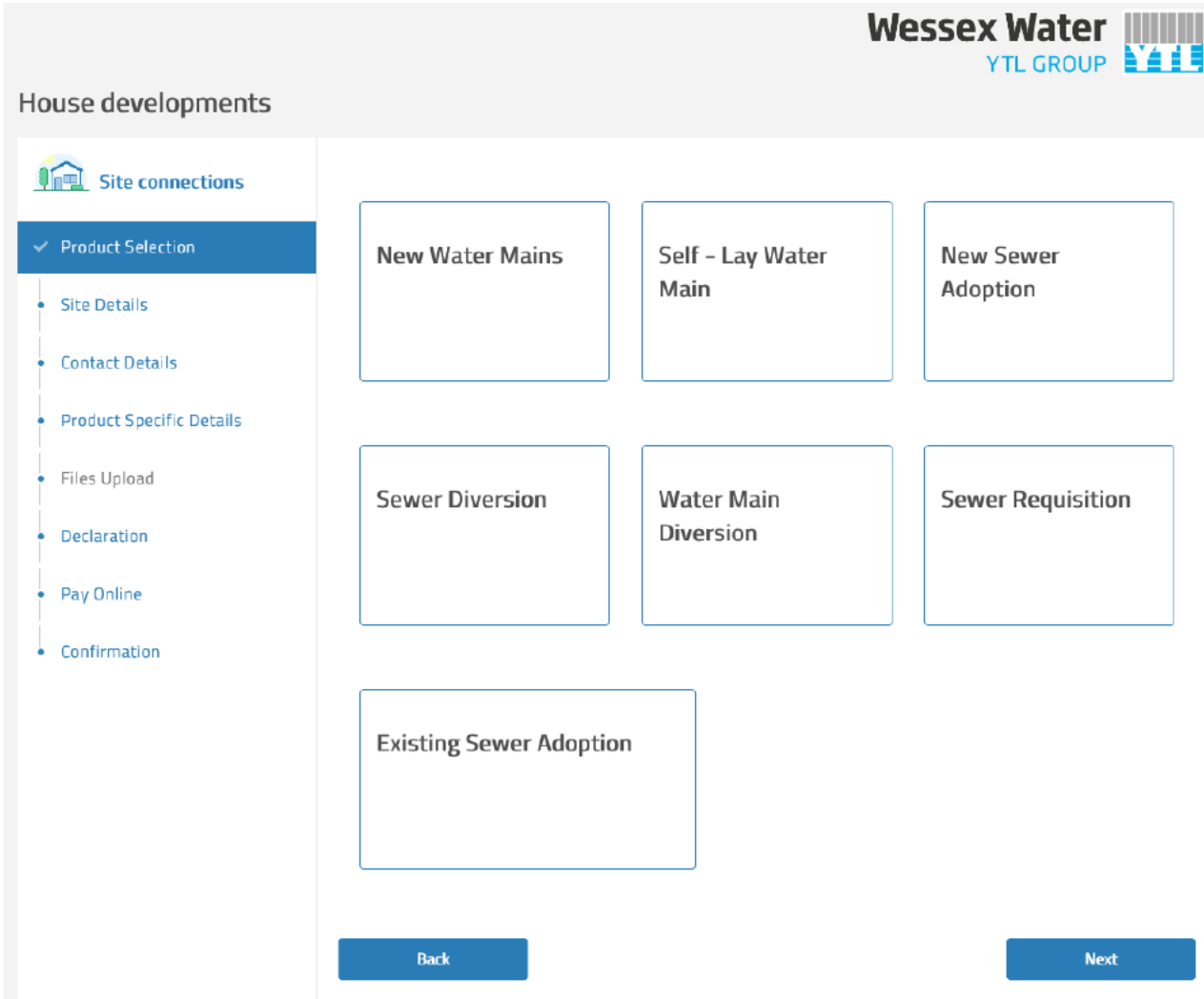


# Phase 2 – bringing similar to you & your agents



- Project centric – order a “product”, change it, add to it, subtract
- Enter core site related data once
- Delivery In line with the codes (consistency across the sector)
- Proactive support (case officer/account manager/fixer)

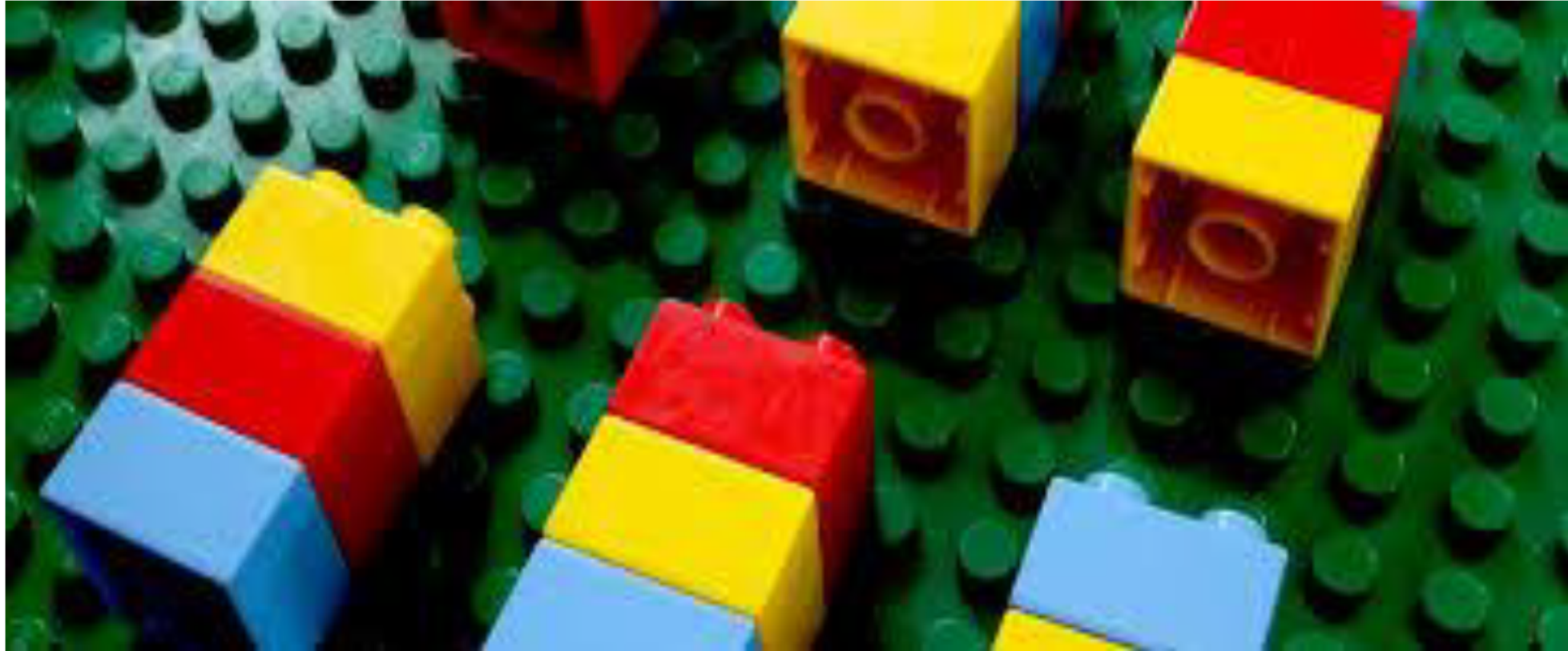
# The user interface



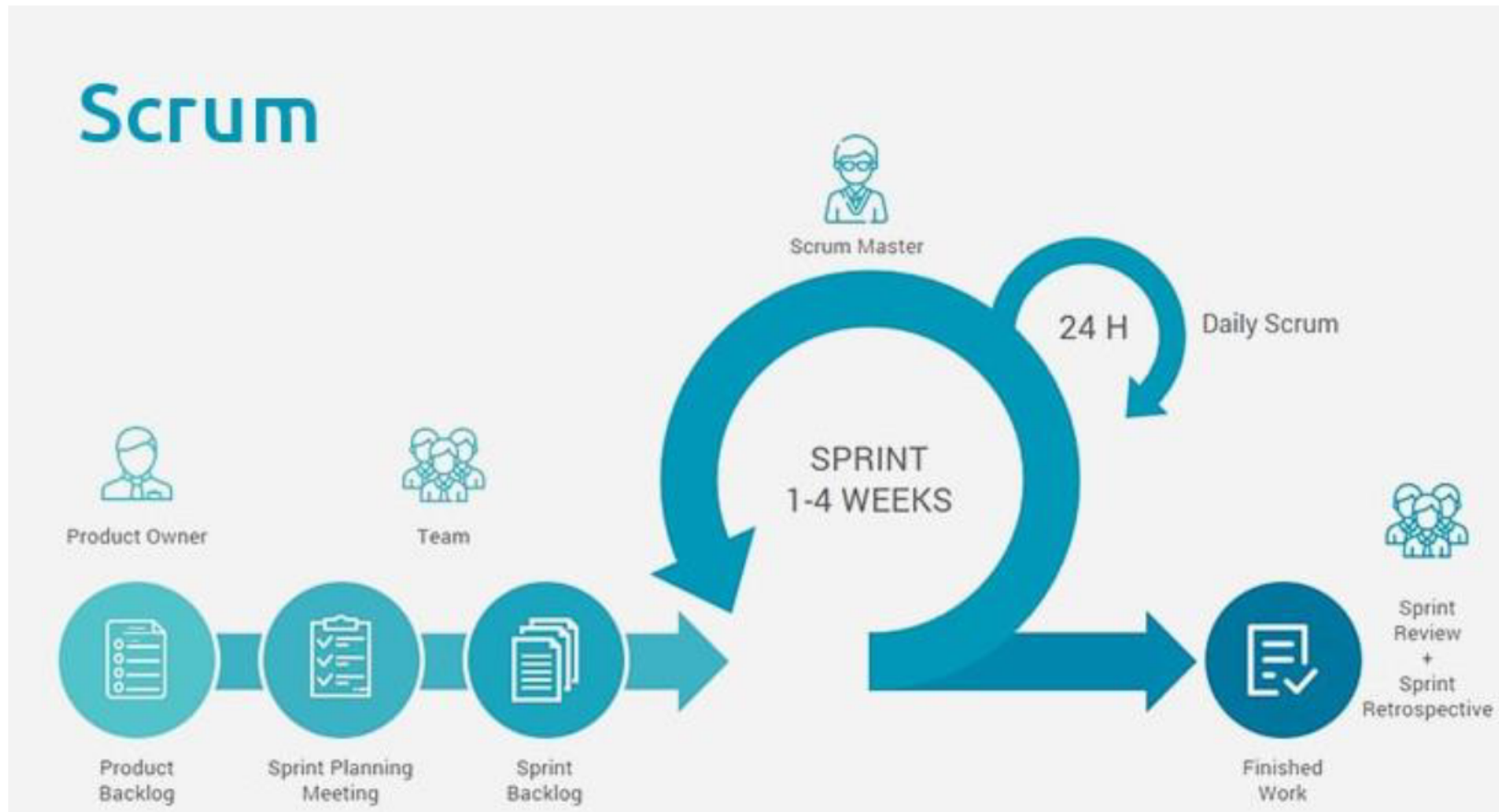
The screenshot shows a web application interface for 'House developments'. At the top right, the 'Wessex Water YTL GROUP' logo is displayed. The main heading is 'House developments'. On the left, there is a navigation menu with a 'Site connections' icon and a list of steps: 'Product Selection' (highlighted with a checkmark), 'Site Details', 'Contact Details', 'Product Specific Details', 'Files Upload', 'Declaration', 'Pay Online', and 'Confirmation'. The main content area contains six product selection boxes: 'New Water Mains', 'Self - Lay Water Main', 'New Sewer Adoption', 'Sewer Diversion', 'Water Main Diversion', and 'Sewer Requisition'. A seventh box, 'Existing Sewer Adoption', is located below the others. At the bottom of the main area, there are 'Back' and 'Next' buttons.

- Secure login by project
- Set up the project
- Select products
- Change these
- Monitor progress

# Flexibility – call plots off, pay for X plots, name on the day

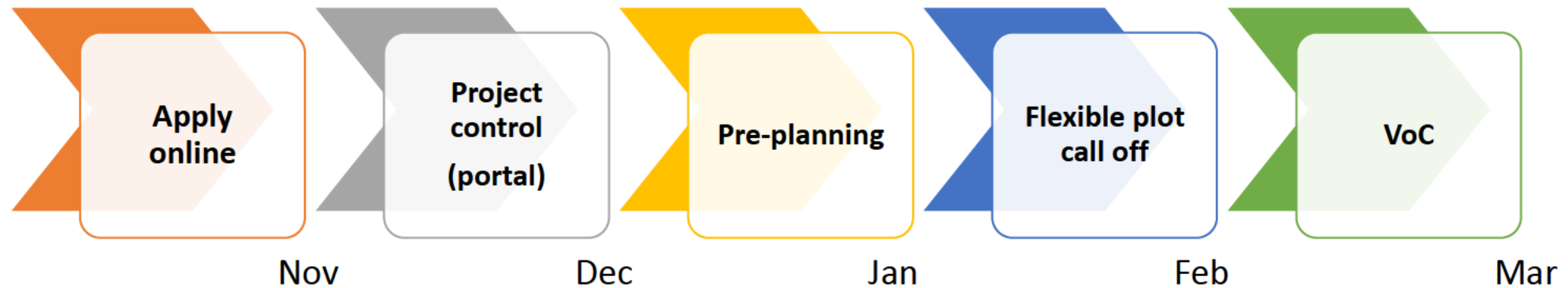


# Agile approach



Monthly or Bi-monthly releases

# 5 key customer facing elements





- Pre planning enquiry
- Point of connection enquiry (self service via online maps and formal)
- S45 – multiple supply connections
- S41 – requisition new supply main by WW
- S51 – Self lay (mains and service connections)
- S106 – connection to sewer
- S98 – requisition new sewer by WW
- S104 – adopt new sewer
- S102 – adopt existing sewer
- S185 – divert sewer or water main
- MODULAR/Project/Site approach
  
- Call off plots
  - I have 10 plots
  - Numbered plots (1,3,5,9 & 2,8,10,12...)
- Flexibility on site to change which plots



# Processes – the codes

- WW Dev Services will be easier to deal with
- We will be more proactive and collaborative
- Take a risk based approach to TAs and site inspections
  
- **Our ask of you**
- Improve the quality of S104 submissions
- Ground workers represent a big variable - help us reduce this and we can have a lighter touch and together we will get it right first time

# Help us help you

We can do our bit quicker if you're agents do their jobs better

Wessex Water  
YTL GROUP



- Raise the standards
  - S104 submissions/designs
  - Onsite works – groundworkers scheme?

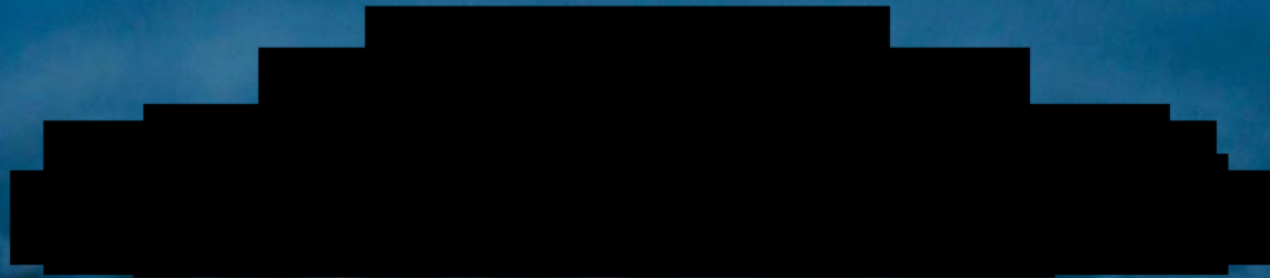


# Thank You

Questions?

# Q & A Session

Ask us anything!



**Wessex Water**  
YTL GROUP

