

Yorkshire Water

Quarterly Developer Forum

4th April 2019

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Housekeeping & introductions

- Fire alarms
- Toilets
- YW team here are...

[Redacted text block containing names of the YW team members]

What today is about

- Starting to connect with our customers
- Listening to your feedback and collaborating on ideas for future performance
- Sharing our future plans and thoughts with you

- Explaining how we measure our regulatory performance
- Our performance this year
- Looking ahead to D-MeX

- Regulatory updates
 - Codes
 - Charging arrangements



Performance Update

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What are Water UK SLA's

- Established in 2015
 - Set of standards that developers and others can expect from water companies in the provision of infrastructure for housing development
 - Cover a broad range of activities essential for housing development for
 - Customers
 - Developers
 - Self lay organisations
 - 32 SLA measures
 - 23 x Water services
 - 9 x Waste services
- Cover all aspects of project lifecycle
 - Pre-development enquiry
 - Acknowledgements
 - Quotes
 - Design
 - Construction
 - Adoptions & asset value payments
- Performance is published monthly on Water UK website

Water UK Dashboard

Developer Services Levels of Service Report: February 2019 monthly report

Report published: 25 March 2019

Water Sewerage Notes

Compliance Total Received Within Target

Metric	Ref	Type	Water UK																			Compliance			Average
			Alinity	Anglian	Bournemouth	Bristol Water	Dńr Cymru	Halken Dńbrey	Northumbria	Portsmouth	Severn Trent	South East	South Staffs	South West	Southern	Sutton & East Surrey	Thames	United Utilities	Wessex	Yorkshire	Upper Quartile	Lower Quartile	Median		
Pre-development enquiry – reports issued within target	W1.1	PERF	95.00%	100.00%	-	100.00%	100.00%	100.00%	100.00%	50.00%	100.00%	100.00%	-	100.00%	100.00%	-	97.62%	97.78%	77.78%	85.71%		100.00%	95.00%	100.00%	93.59%
s45 applications – written acknowledgements within target	W2.1	PERF	98.69%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	-	100.00%	100.00%	98.00%	100.00%	99.57%	100.00%	99.11%		100.00%	100.00%	100.00%	99.73%	
s45 applications - refused/returned/questioned	W2.1a	INFO	40.33%	7.49%	0.00%	13.11%	73.17%	77.78%	70.26%	0.00%	78.26%	0.47%	-	22.34%	58.72%	98.00%	35.20%	55.48%	33.88%	37.05%		70.26%	13.11%	37.05%	41.27%
s45 quotations - within target	W3.1	PERF	99.74%	100.00%	98.34%	99.76%	100.00%	100.00%	99.90%	99.22%	100.00%	99.67%	-	100.00%	100.00%	87.27%	100.00%	99.94%	96.46%	99.45%		100.00%	99.45%	99.90%	98.81%
s45 service pipe connections - within target	W4.1	PERF	99.33%	98.34%	100.00%	89.95%	100.00%	100.00%	94.37%	100.00%	99.82%	86.55%	-	98.45%	100.00%	100.00%	95.30%	100.00%	97.98%	96.89%		100.00%	96.89%	99.33%	97.47%
s45 service pipe connections - within extended target	W4.1a	INFO	27.23%	33.86%	38.81%	31.75%	13.91%	54.35%	9.21%	7.61%	23.43%	27.82%	-	38.54%	20.12%	100.00%	80.43%	43.58%	27.17%	12.81%		38.81%	20.12%	27.82%	34.74%
Mains design - written acknowledgement within target	W5.1	PERF	94.74%	100.00%	100.00%	100.00%	100.00%	-	95.00%	100.00%	100.00%	100.00%	-	100.00%	100.00%	50.00%	100.00%	100.00%	100.00%	100.00%		100.00%	100.00%	100.00%	96.23%
Mains design - forms refused/returned/questioned	W5.1a	INFO	78.95%	33.33%	100.00%	61.90%	77.78%	-	72.50%	25.00%	95.00%	23.33%	-	41.67%	100.00%	50.00%	31.82%	66.67%	58.33%	81.48%		80.21%	37.50%	64.29%	62.36%
Mains design >500 plots - quotations within target	W6.1	PERF	96.00%	100.00%	100.00%	94.12%	90.00%	100.00%	100.00%	100.00%	100.00%	100.00%	-	100.00%	100.00%	70.00%	90.91%	100.00%	100.00%	60.53%		100.00%	94.12%	100.00%	94.21%
Mains design >500 plots - quotations within target	W7.1	PERF	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100.00%	100.00%	-	100.00%		100.00%	100.00%	100.00%	100.00%

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Pro's & Con's

Pro's

Customers can see how all WaSC's are performing across the industry

Covers most aspects of key activities for housing development

Provides transparency

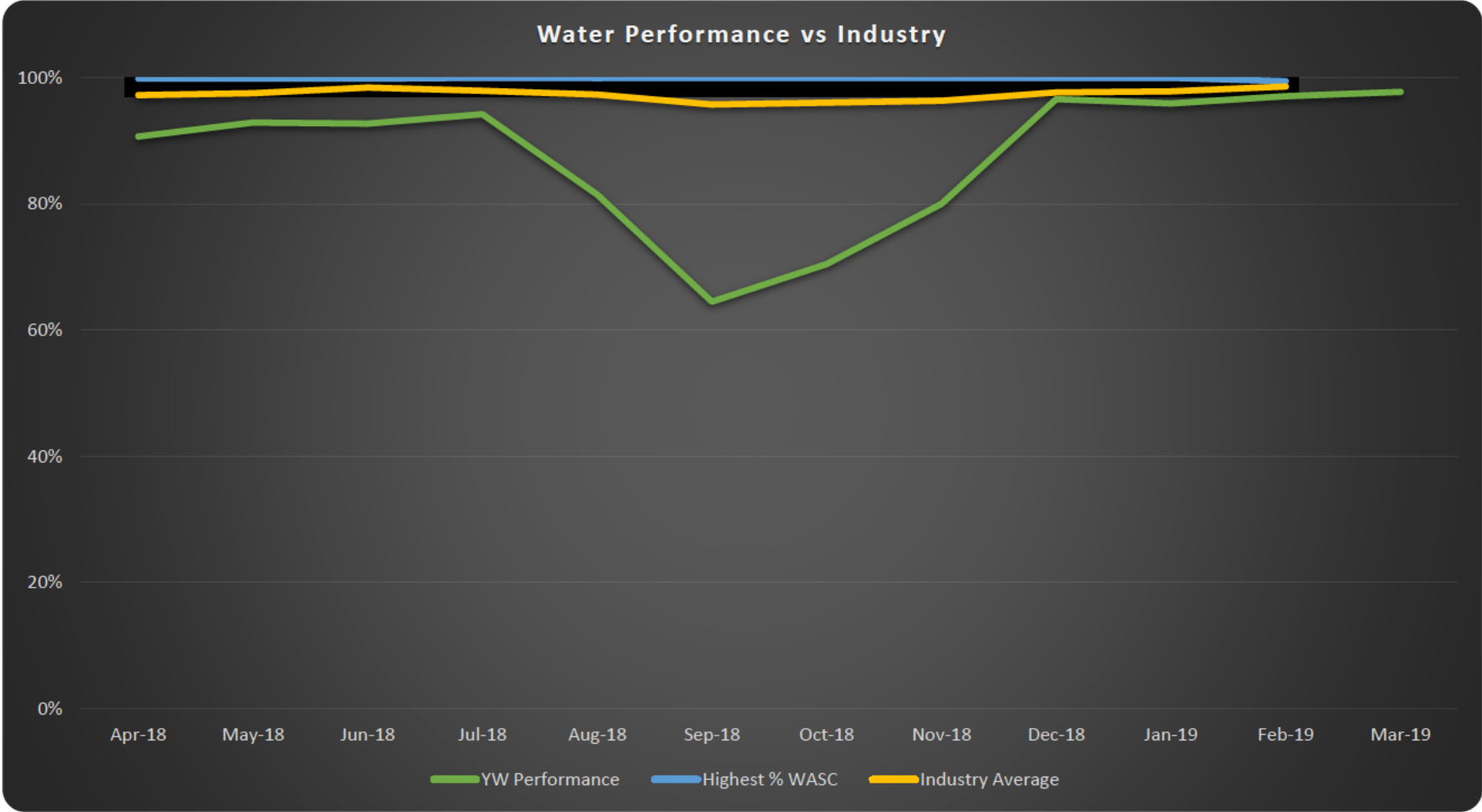
Con's

Does not align to build programmes

Does not cover all services we provide (e.g. NAV's)

Does not reflect the actual customer experience

Sewerage on Water UK

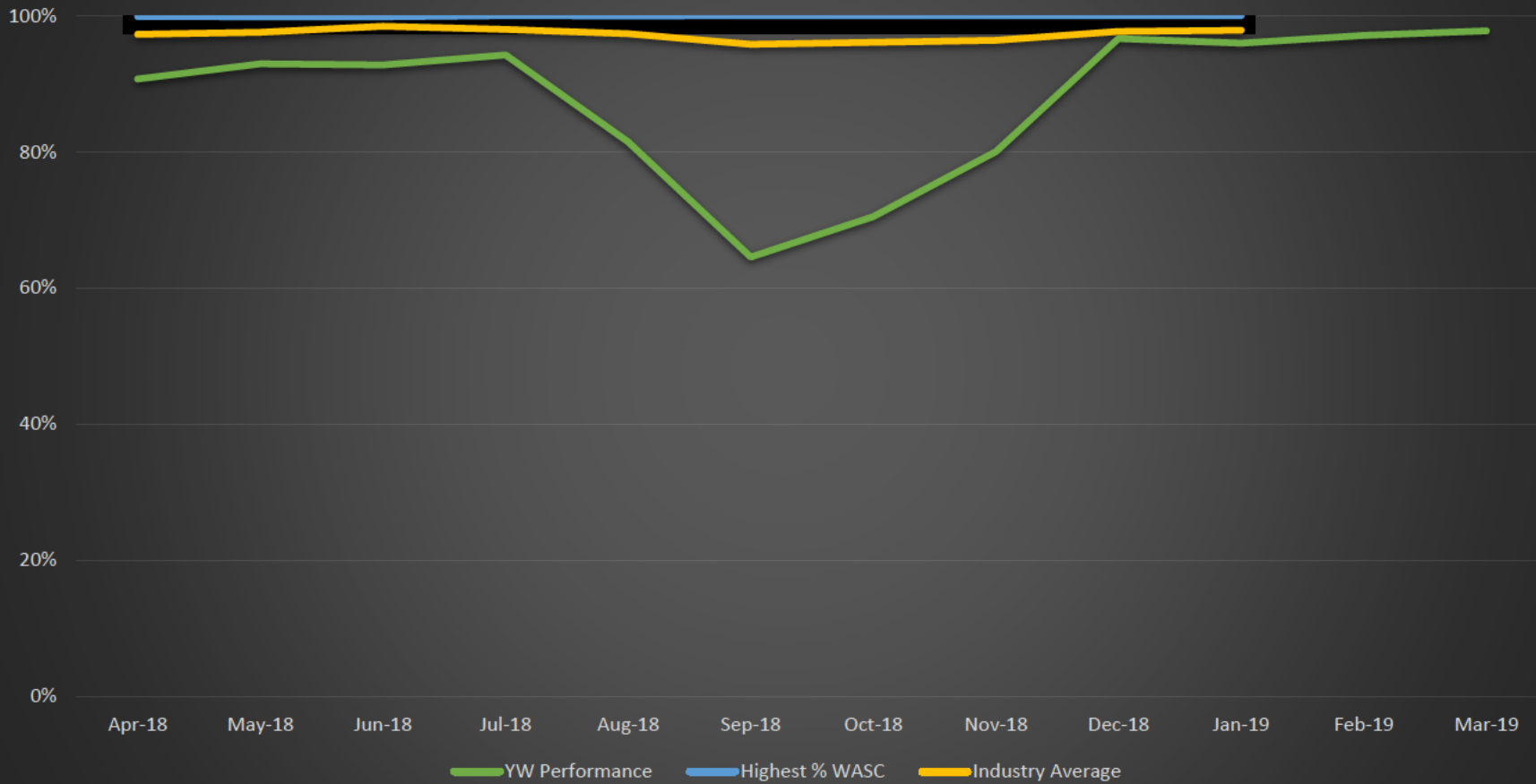


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Water on Water UK

Water Performance vs Industry



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AMP7 2020-25

D-MeX

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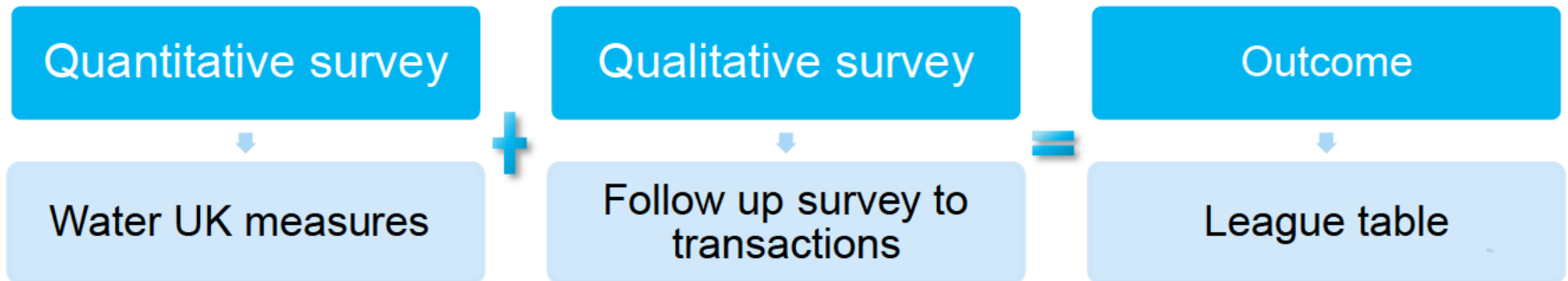


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D-MeX – What is it?

- New incentive measure introduced by Ofwat for AMP7. It will drive customer experience for new connections customers
- How will it work



D-MeX – Benefits to customers

- Incentivise improvements in service across all services provided
- Encourage learning and innovation across the industry
- Support all types of customers
 - Large/small developers
 - Domestic customers

Our engagement plan

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Our Current Structure



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Recognition we need to change

Customers

- Listening & communicating
- Improve our communication channels
- Customer journey mapping
- Seeking feedback
- Align to customer build programmes

Team

- Review how we are structured
- Increased collaboration
- Simplification of processes
- Key account manager in post

Services

- Review our existing service provision
- What else could we do to facilitate development
- Early consultation on our charging arrangements for 2020/21
- Training for implementation of new codes
- Guidance on water saving initiatives

Feedback session

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What you are telling us...

- **Drainage**
 - Permeable driveways and YW insistence that they are included in the impermeable area calculations therefore adding significant cost to drainage schemes
 - Lateral gradient are not practical, results in Dee first offs which now have to be upsized and causes issues with space to plots and deepened foundations.
- **Pumping Stations**
 - Pump station design and adoption becoming quite an issue in respect of how long this adds to an S104 application.
 - Pumping stations becoming a major sticking point. Difficulties in achieving an agreed pumping station design with low discharge rates and increased head due to benching etc Difficulties in allowing the pumping suppliers to agree problems direct with YW? Tracking to allow a 40T vehicle is difficult to accommodate in some instances.
- **Team structure and process**
 - More joined up thinking required between planning and technical required, in particular on discharge rates.

What you are telling us...

- **Approvals & adoptions**

- Comments regularly repeated on items not technically required for S104 approvals, agree this looks worse as it becomes 8 pages instead of two.
- Repetitive comments on S104 response leading numerous pages – client looks at it and questions if the designer knows what they are doing in reality many of the comments are repetitive or a duplication of our notes etc.
- In some cases we have had up to 3 different checkers looking at our applications, all raising their own sets of comments.
- Numerous additional minor requirements being included within the S104 agreement. Not enough space on the drawing to show pipe lengths, offsets between sewers, flow arrows ?, laterals , type of pipe, gradient
- Will YW continue to adopt 100yr + CC + urban creep + CV of 1. STW now going back to 1:30yr only - could cause issue between LLFA's and adopted systems if so going forward.
- SUDS design are nearly impossible to get adopted due to many constraints required by YW ie ground water table, 1 in 2 yr flows to be retained within channel etc Severn Trent far more straight forward and extremely approachable in relation to getting assets adopted or allowing management companies to manage??
- YW's insistence on constant longitudinal sewer gradients is both impractical and goes against our designer's CDM obligations, quite often resulting in unnecessarily deep sewers and manholes

What you are telling us...

- **Technical**

- YW have been promising a set of standard manhole details for some time now, when will these be ready?
- YW are constantly changing their S104 policies/standards and they don't inform consultants so we end up designing new projects to the old standards.
- Why do YW restrict lateral gradients to a maximum of 1:10?

- **Field**

- Why can't we contact the YW checker directly rather than go through the main switchboard?
- Most of YW checkers are unable to make a decision without referring back to their operations department.
- There appears to be little consistency between the various checkers at YW so we get a different set of comments depending on who has checked the application.

- **Feedback**

- At present generally receiving a timely and prompt response to S104 enquires.
- Long delays experienced for diversion applications and requisitions?
- Phone line very understaffed waiting for 20mins on average for someone answer

What other feedback do you have

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Codes for Adoption

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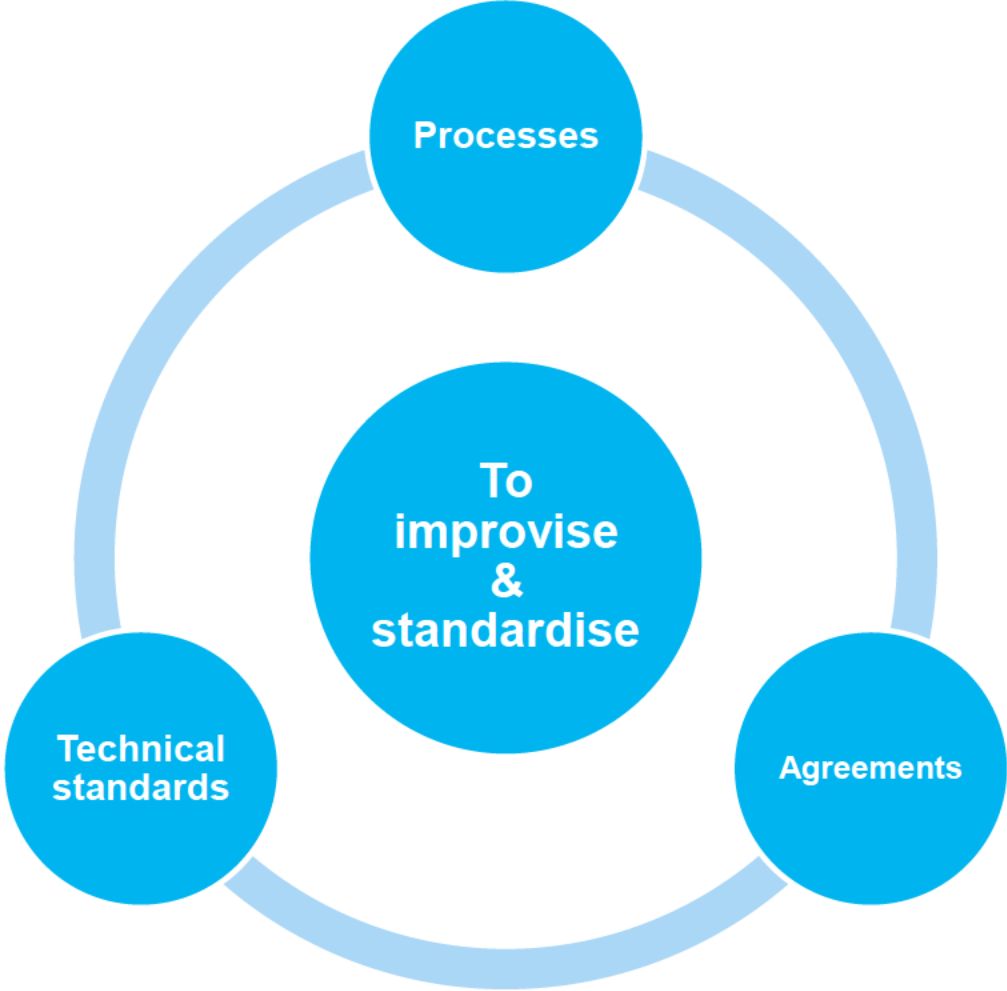


What is the Code for Adoption Process?

- They are the industry standard that facilitates the adoption process on both water and sewerage infrastructure that enables water companies to take responsibility of the infrastructure constructed.
- These are more commonly known as
 - Section 51 WIA 1991 Water Infrastructure
 - Section 104 WIA 1991 Sewerage Infrastructure
- In the past 3 months proposals to revise the existing codes have been made to Ofwat to enable a change in legislation to the 1991 Water Industry Act and are likely to be implemented in the next twelve months.



Collaborative Approach



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Water – key changes



Processes

Clear indication of timescales and responses

Accountability for provision of information

To support Process and Procedures a Minimum Information Table has been produced

Coordination and compliance visits redefined to encourage collaboration

Agreement

Clarifies risk and responsibility owned by each party

Standard Agreement negates customers need to obtain legal advice on each agreement

Dispute Resolution procedure

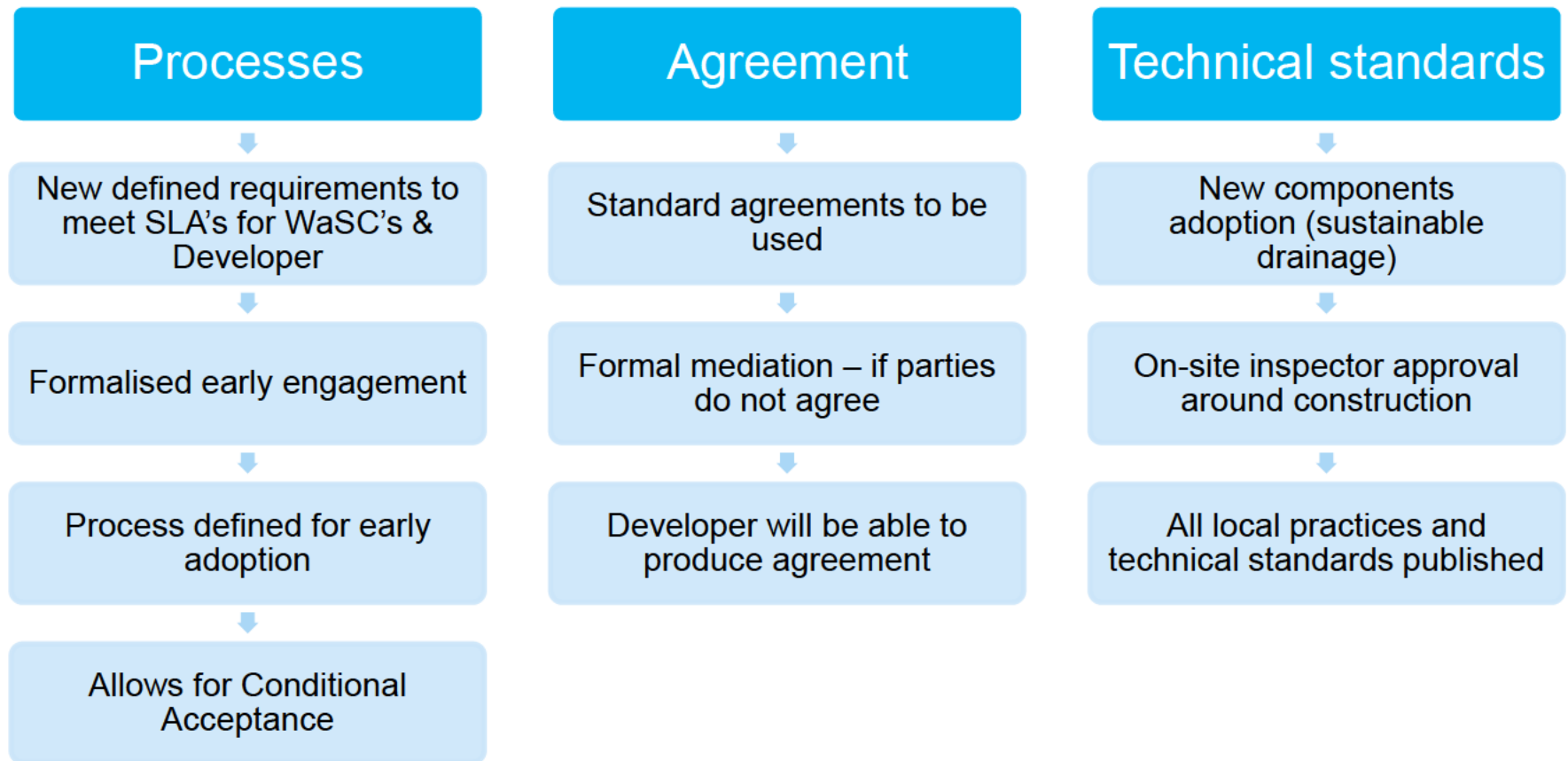
Technical standards

Technical Standards and local practices will be available on the Water company's website

Increase in Standardisation reducing local practices

Introduction of Annual Contestability Table

Waste – key changes



Benefits to all stakeholders will be...



- Facilitates consistency across the Water Industry
- Further defines contestable work
- Encourages agile innovation and future change
- Greater collaboration between customers and Water companies
- Enables the Government's objective of housing growth

Timelines & communications



Waste – Regulation

- Water UK submission to Ofwat on 27th March
- Anticipated response late June 2019
- Go-live Oct 2019

Waste - YW

- Workshops – Jun 2019

Water

- Water UK submission to Ofwat in 7th January 2019
- Ofwat response and seek clarification 15th March 2019
- Go- live – TBC

Water - YW

- Workshops – Jun 2019

Charging Arrangements for 2019/20

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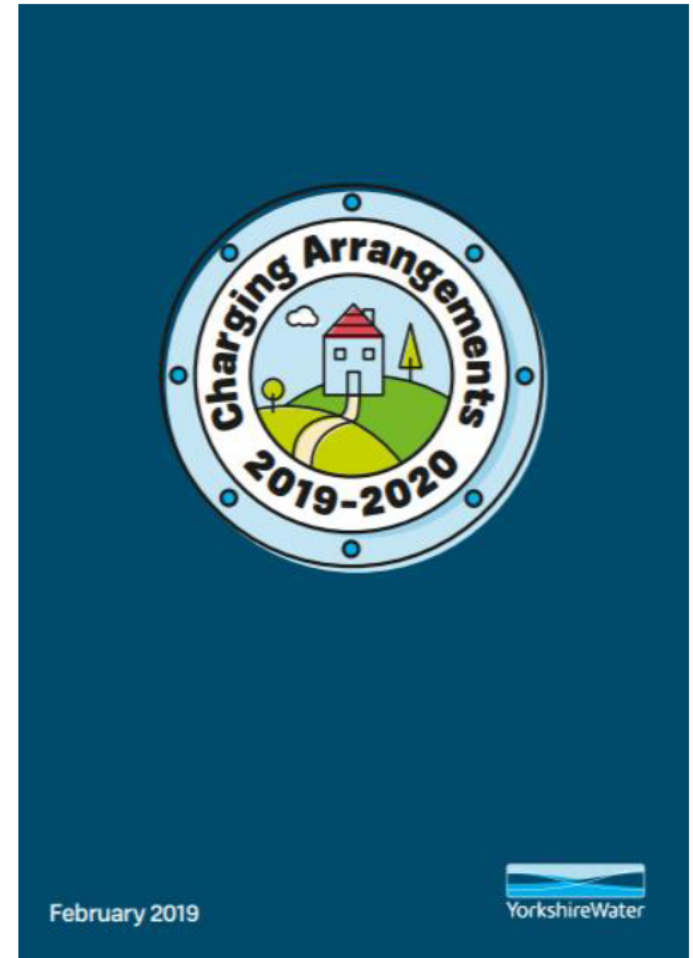


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2019/20 Charging arrangements

- What are they
 - Document outlining our charges for services
 - 1/4/19 to 31/3/20
 - Includes a board assurance statement
 - States what consultation has been undertaken



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What have we tried to do

Improved by

Better explanations of the services provided and costs

Document more user-friendly

Worked examples

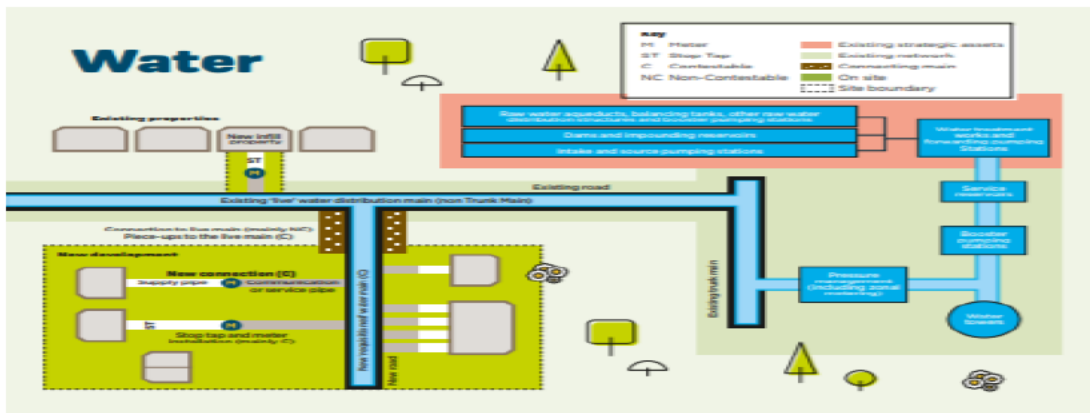
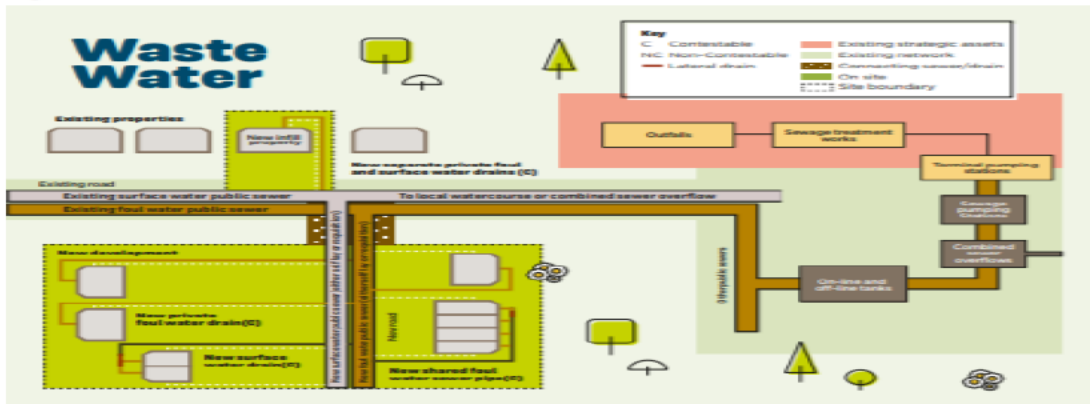


Figure 2



We have

Increased our prices by RPI

Increased prices not previously there (e.g. trial holes)

Infrastructure charge remains unchanged

Not stopping the consultation with customers

Timescales

Published on website

1st February 2019

Come into effect

1st April 2019

Start a review and consultation for 2020/21

1st June 2019

Meeting review

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- Has this worked for you
- What would you do differently
- Do we need a smaller/larger group



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