

Appendix 10

Yorkshire Water – Responses to NAV New Connection Metrics

(draft version of metrics at August 2019)

WATER SUPPLY

PERFORMANCE METRIC 1 WATER SUPPLY	% of written acknowledgements of a bulk supply application issued within target period	Response
Target standard 5 calendar days (Non-statutory)	<p>A written acknowledgement of the bulk supply application will be issued within a period of 5 calendar days commencing on the day after receipt of the application confirming either that the application is complete or, if not, requesting the missing information and/or any required payment.</p> <p>NB. Report on per application not per plot basis.</p>	<p>100% of bulk supply applications are responded to within the target period. Acknowledgement is provided in writing via email.</p> <p>We have introduced fixed ways of working to ensure that all required information is provided up front (application checklist).</p>
PERFORMANCE METRIC 2 WATER SUPPLY	NAV new connection - % of bulk supplies completed within target period	Response
Target standard 20 calendar days (Non-statutory)	<p>A bulk agreement will be issued to the NAV within a period of 20 calendar days commencing on either (i) on the day after receipt of the full application, or (ii) in an incomplete application and/or no payment has been received with the application, on the day after the required information and payment has been received.</p> <p>An application is full when all of the published NAV requirement information has been received.</p> <p>As part of the written terms, the incumbent will provide the following information as a minimum:</p> <ol style="list-style-type: none"> 1. details of the point (or multiple points) of connection (POC) for the provision of water; 2. the cost of providing POCs; 3. the provisional design and cost of any network reinforcement required; 	<p>Performance in this area only began to be measured in July 18 when █████ took responsibility for the pre-application process. If you were to include the applications already in progress prior to █████'s ownership, our average turnaround performance is 24 days. If you remove the already in progress cases, the average turnaround performance is 19 days. Longest response 125 days, shortest 7.</p>

	<p>4. the minimum and maximum water pressures available to the site; and</p> <p>5. a formal offer of price and non-price terms for a bulk supply.</p> <p>This service level applies to applications for site boundary connection(s). If existing appointees believe the work needed to meet the network information timeframe will exceed 20 calendar days, they must inform Ofwat and the applicant as early in the process as is possible with reasons for believing the 20 day timeframe may not be met.</p>	
PERFORMANCE METRIC 3 WATER SUPPLY	NAV signed agreement - % of written acknowledgements of receipt issued within target period.	Response
Target standard 5 calendar days (Non-statutory)	A written acknowledgement will be issued to the NAV within a period of 5 calendar days commencing on the day after receipt of the signed agreement. NB. Report on per application not per plot basis.	The introduction of our bulk supply framework agreement earlier this year ensures site specific schedules can be added to the main agreement as and when new sites are acquired. This approach increases efficiency and simplicity for all parties.
PERFORMANCE METRIC 4 WATER SUPPLY	Off-site mains construction — % of main laying schemes constructed and commissioned within the target period	Response
Target standard 90 calendar days (Statutory)	A NAV may ask the Incumbent to construct and commission the water main between the NAV site boundary and the Incumbents PoC as agreed in the Bulk Agreement. This work will be completed either (i) within a period of 90 calendar days commencing on the relevant day, or (ii) no later than on the date agreed with the developer. Any agreement must be confirmed in writing with the developer by letter or email. The construction and commissioning of the new water main is completed when the new water main is under pressure from the company's network. The relevant day is when an undertaking under s44 of the Water Industry Act 1991 signed by the NAV and a valid security have been received.	We have not carried out any main laying activity for a NAV site yet.

	Where the site has multiple bulk connections, this service level is applied separately in respect of each individual bulk connection on a development site. The target period may be extended by agreement with the NAV. However, a lack of resource by the water company is not a valid reason for an extension.	
PERFORMANCE METRIC 5 WATER SUPPLY	Provision of supply of water for pressure/bacteriological testing of NAV mains — % Of supplies provided within target period	Response
Target standard 21 calendar days (Non-statutory)	Where the NAV is responsible for the construction of the off-site main between the NAV site boundary and the incumbent's PoC as agreed in the Bulk Agreement. The incumbent will provide a source of supply for pressure and bacteriological testing within either (i) 21 calendar days commencing on the day after receipt of request or (ii) such longer period as may be agreed with the NAV where there are engineering difficulties/requirement for offsite reinforcement/schedule 13 Water Industry Act 1991 constraints or where the NAV requests an extended period.	We have not carried out any main laying activity for a NAV site yet. We would only report on this metric if a NAV chose an SLP to do the main laying.
PERFORMANCE METRIC 6 WATER SUPPLY	Provision of permanent supply of water for NAV mains — % of supplies made available within the target period	Response
Target standard 14 calendar days (Non-statutory)	Provide a permanent supply connection within 14 calendar days following satisfactory pressure and bacteriological testing of the NAV mains.	We have not carried out any main laying activity for a NAV site yet. We would only report on this metric if a NAV chose an SLP to do the main laying.

SEWERAGE

PERFORMANCE METRIC 7 SEWERAGE	% of written acknowledgements of a bulk discharge application issued within target period	Response
Target standard 5 calendar days (Non-statutory)	A written acknowledgement of the bulk discharge application will be issued within a period of 5 calendar days commencing on the day after receipt of the application confirming either that the application is complete or, if not, requesting the missing information and/or any required payment.	100% of bulk supply applications are responded to within the target period. Acknowledgement is provided in writing via email.

	NB. Report on per application not per plot basis.	We have introduced fixed ways of working to ensure that all required information is provided up front (application checklist).
PERFORMANCE METRIC 8 SEWERAGE	NAV new connection — % of quotations completed within target period	Response
Target standard 20 calendar days (Non-statutory)	<p>A bulk agreement will be issued to the NAV within a period of 20 calendar days commencing on either (i) on the day after receipt of the full application, or (ii) in an incomplete application and/or no payment has been received with the application, on the day after the required information and payment has been received.</p> <p>An application is full when all of the published NAV required information has been received.</p> <p>The incumbent will provide the following information as a minimum:</p> <ol style="list-style-type: none"> 1. details of the point (or multiple points) of connection (POD) for the provision of sewerage services; 2. the cost of providing PODs; 3. the provisional design and cost (prior to any incumbent financial contribution) of any network reinforcement required; 4. Confirm downstream headroom available to meet site discharge requirement or the current maximum discharge capacity available to the site at the time of application; and 5. a formal offer of price and non-price terms for a bulk discharge agreement. <p>This service level applies to applications for site boundary connection(s). If existing appointees believe the work needed to meet the network information timeframe will exceed 20 calendar days, they must inform Ofwat and the applicant as early in the process as is possible with reasons for believing the 20 day timeframe may not be met.</p>	<p>Performance in this area only began to be measured in July 18 when █████ took responsibility for the pre-application process. If you were to include the applications already in progress prior to █████'s ownership, our average turnaround performance is 24 days. If you remove the already in progress cases, the average turnaround performance is 19 days. Longest response 125 days, shortest 7.</p>

PERFORMANCE METRIC 9 SEWERAGE	Off-site mains construction — % of main laying schemes constructed and commissioned within the target period	Response
Target standard 180 calendar days (Statutory)	<p>The construction and commissioning of the sewer will be completed either (i) within a period of 90 calendar days commencing on the relevant day, or (ii) no later than on the date agreed with the developer. Any agreement must be confirmed in writing with the developer by letter or email.</p> <p>The construction and commissioning of the new sewer is completed when the new sewer is effectively connected to the company's network.</p> <p>The relevant day is when an undertaking under S98 of the Water Industry Act 1991 signed by the NAV and a valid security have been received.</p> <p>Where the site has multiple bulk discharge connections, this service level is applied separately in respect of each individual bulk connection on a development site.</p> <p>The target period may be extended by agreement with the NAV. However, a lack of resource by the water company is not a valid reason for an extension.</p>	This would be done under S98, where we have legally six months to complete the work. Already in primary legislation.
PERFORMANCE METRIC 10 SEWERAGE	NAV signed agreement - % of written acknowledgements of receipt issued within target period.	Response
Target standard 5 calendar days (Non-statutory)	<p>A written acknowledgement will be issued to the NAV within a period of 5 calendar days commencing on the day after receipt of the signed agreement.</p> <p>NB. Report on per application not per plot basis.</p>	As yet ■■■ have not entered into a Bulk Discharge Agreement. However, we are currently agreeing terms for a to a bulk supply agreement with a NAV for the first sewerage site in our area.