
south east water

Consultation on changing the
Water UK metrics in D-MeX

South East Water response

August 2020

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Pure know_how

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1. Introduction

South East Water welcomes the introduction of the NAV metrics to both the quantitative and qualitative components of D-MeX. We have seen significant growth in NAV sites in our supply area and feel including these will show a true reflection of our levels of service across all our customers as well as providing our NAV customers with robust data around performance levels.

South East Water has committed to encouraging competition in this area, we created new roles within our Network Services team to provide practical support to our different customer types, these include Lead roles in NAV, Self-lay and Requisition. This ensures each market receives an equivalent level of service from us.

We will continue to engage with our customers and to ensure that our service levels are reported and, where, necessary lessons are learnt and acted upon, to continue to support the effectiveness of these markets. We see D-MeX and all levels of service as insight for continuous improvement.

2. Questions and response

Q1: Do you agree with the NAV metrics that we propose to include in the quantitative component of D-MeX?

Agree to all.

Q2: Do you agree with the NAV metrics that we propose to include in the qualitative component of D-MeX?

Agree to all.

Q3: Do you agree with the sewerage adoption metrics that we propose to include in the quantitative component of D-MeX? Do you agree that the existing sewerage metric S7.1 should be removed where the new metric SAM3/1 applies? Should any other metrics also be removed?

Answer N/A - WOC

Q4: Do you agree with the sewerage adoption metrics that we propose to include in the qualitative component of D-MeX?

Answer N/A - WOC

Q5: Do you have any comments on which draft self-lay water metrics should be included in the quantitative and qualitative components of D-MeX? Which existing metrics should be removed?

There are currently metrics that are not relevant to South East Water, however, they may be relevant to other companies and SLP's. Metric W26.1 - Water for bacterial testing is provided by SEW under metric W27.1 permanent supply of water. The SLP will test their main using this supply but will not permanently connect until testing certificate is received. Metric W30.1 - Self-lay plot references and costings and provided in the initial estimate under metric W23.1. We carry out these works on agreed dates with the SLP and have found combining these elements of the work more cost effective for the SLP's by removing the need for further traffic management at point of connection. We provide costings for service connections/plots on every estimate both on self-lay and mains requisition. We are happy for these metrics to be included in D-MeX.

Q6: Do you agree with our proposal that the NAV metrics which we choose to include in D-MeX should apply from the 1 April 2020, with survey fieldwork based on relevant transactions made from 1 October 2020, and the sewerage adoption metrics which we choose to include should apply from 1 October 2020?

Yes we agree that the NAV metrics should be included from 1 April 2020. Although this data is not currently submitted to Water UK LOS we are ready to submit the data for both qualitative and quantitative components.

Q7: Do you have any comments on our proposed approach to reporting?

No further comments.

3. Other comments

SEW agree with the inclusion of the NAV metrics from both the qualitative and quantitative D-MeX components and are happy for them to be included from April 2020. SEW are ready to provide data on the 10th of the month from October including the new NAV metrics.

Although we have seen growth of NAV application within our supply area the number of sites we have is still comparably small to Mains Requisition and Self-Lay. There may be some months when there are zero NAV applications or connections to report. Therefore consideration needs to be made as to how this will impact the overall measure.

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