



**South Staffs Water**

Green Lane, Walsall WS2 7PD  
www.south-staffs-water.co.uk

Owat,  
Centre City Tower,  
7 Hill street,  
Birmingham,  
B5 4UA

By email to: [REDACTED]

21 August 2020

Dear Sir/Madam,

**South Staffs Water response to consultation on changing the Water UK metrics in D-MeX**

Thank you for the opportunity to respond to the above consultation. Our responses to the specific questions are attached. Please let me know if you have any questions.

Yours faithfully,

[REDACTED]

Adam Stevens,  
Senior Developer Services Manager  
South Staffordshire Water PLC

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

We agree with the NAV metrics that are proposed to be included in the quantitative component of D-MeX.

The proposed metrics align to the existing D-MeX metrics ie acknowledgement metrics which feature in the Water UK metrics do not feature in the quantitative metrics of D-MeX however confirmations, equivalent offer letters (quotes), construction, provision of testing supplies and provision of permanent supplies all feature in both the existing Water UK metrics and the D-MeX quantitative metrics.

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

The majority of the metrics align to the principles applied to the existing metrics ie acknowledgement metrics do feature in the Water UK metrics but do not feature in the D-MeX qualitative metrics but construction metrics do for example. We support this approach.

Metric WN3.1 has no direct equivalent within the existing company lay or Self Lay metrics but we see no reason why it should be excluded from the D-MeX qualitative metrics.

Metric WN3.2 appears to be equivalent to the existing metric W25.1 (Self Lay signed agreement acknowledgment). It is proposed that metric WN3.2 does not feature in the D-MeX qualitative metrics but W25.1 does currently feature in the D-MeX qualitative metrics so this appears to be misaligned.

**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?**

**Q4: Do you agree with the sewerage adoption metrics that we propose to include in the qualitative 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?**

As a water only undertaker we have no specific comments to make on the sewerage metrics.

**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?**

We have outlined the metrics below alongside their equivalent or similar existing metric, if we believe an equivalent exists. We have also outlined whether the existing or similar metric is already included within D-MeX. We are comfortable that the list of existing equivalent metrics maintain the same status, ie if it is currently included we see no reason to exclude it and vice versa. Where there is a metric that

we believe has no equivalent existing metric we see no reason to exclude from the D-MeX metrics.

<b>Level of Service Measure</b>	<b>Existing equivalent or similar metric?</b>	<b>Currently included within D-MeX?</b>
POC (Stage 1C) – Water Company – <b>SLPM – S1/1 – Initial Application review</b>	W19.1	No
POC (Stage 1C) – Water Company – <b>SLPM – S1/2 – Review PoC proposal</b>	W20.1 and W21.1	Yes
Design Self-Laid Main (Stage 2) – Water Company – <b>SLPM - S2/1a – Review Design Application</b>	W22.1 – (water company design)	No
Design Self-Laid Main (Stage 2) – Water Company – <b>SLPM - S2/2a – Provide design</b>	W23.1 and W24.1	Yes
Design Self-Laid Main (Stage 2) – Water Company – <b>SLPM – S2/1b – Water Company to Review SLP design application</b>	W22.1 – (self lay design)	No
Design Self-Laid Main (Stage 2) – Water Company – <b>SLPM - S2/2b – Water Company to Provide design acceptance</b>	New metric to specifically approve Self Lay designs	N/A
Execute Water Adoption Agreement (Stage 3) – Water Company – <b>SLPM – S3 – Review / revise Water Adoption Agreement</b>	New metric (W25.1 exists today but reflects acknowledgment not provision of agreement)	W25.1 is included in qualitative but not quantitative metrics today
Delivery Date (Stage 3 / 4) – Water Company – <b>SLPM – S4/1 – Source of Water Delivery Date</b>	W27.1	Yes
Construct Self-Laid Main (Stage 4) – Self Lay Provider – <b>SLPM – S4/2 – Provide sample results and submit construction records</b>	N/A (SLP metric)	N/A
Connect Self-Laid Main – (Stage 5) – Water Company – <b>SLPM – S5/1a – Review request and carry out Final Connection</b>	W27.1	Yes
Connect Self-Laid Main – (Stage 5A) – Water Company – <b>SLPM – S5/1b – Review application and agree date of Final Connection.</b>	No direct equivalent today	N/A
Connect Self-Laid Main (Stage 5) – Self Lay Provider – <b>SLPM – S5/2 – Complete connection and provide</b>	N/A (SLP metric)	N/A

<b>required information to the Water Company</b>		
Vest Self-Laid Main (Stage 6) – Water Company – <b>SLPM – S6 – Issue vesting certificate</b>	W28.1	Yes
Make Service Connections (Stage 7 – Part 2) – Water Company – <b>SLPM – S7/1 – Validate notification and provide consent to progress with connection</b>	W30.1	Yes
Make Service Connections (Stage 7 – Part 2) – Self Lay Provider – <b>SLPM – S7/2 – SLP to notify Water Company that the connection is made</b>	N/A (SLP metric)	N/A
Make Service Connections (Stage 7 – Part 2) – Water Company – <b>SLPM – S7/3 – Install ‘screw in’ meter and record details</b>	No direct equivalent today and no standard SLA outlined	N/A

**Q6: Do you agree with our proposal that the NAV metrics which we choose to include in D-MeX should apply from 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?**

Whilst water companies have been recording NAV information since April 2020 we have not been asked to provide this information to Water UK. Likewise, water companies will not have final agreed NAV metrics to record data against until the outcome of this consultation. It seems appropriate that all elements of the D-MeX NAV metrics should start together rather than some in April and some in October.

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

As yet we are not aware of the format that Ofwat will require the D-MeX quantitative data in the annual reporting tables therefore it is difficult to comment on this question.

If the previous intention was that water companies should simply provide a single annual quantitative percentage for all metrics over the full 12 month period then we support the proposal that water companies should now provide two six-monthly average percentages.