



**Changes to Bristol Water's Outcomes performance commitment appendix that accompanied the notification of the determination by the Water Services Regulation Authority (Ofwat) of Price Controls for the period from 1 April 2020 to 31 March 2025**

This notice contains a log of changes to the [PR19 final determinations: Bristol Water – Outcomes performance commitment appendix](#) that was published on 16 December 2019.

For minor corrections, see the corrigenda issued for this company on [Ofwat's website](#).

**Version control**

| <b>Version</b> | <b>Date of issue</b> | <b>Performance commitments with changes</b> |
|----------------|----------------------|---|
| 1.0            | 30 September 2020    | PR19BRL_PC13 (D-MeX)                        |
| 2.0            | 31 March 2021        | PR19BRL_PC13 (D-Mex)                        |
| 3.0            | 11 November 2021     | PR19BRL_PC19 (Per capita consumption)       |

## D-MeX

### PR19BRL\_PC13

The detail for this performance commitment is set out on pages 31–34.

Version 1.0 of this change log makes the following changes:

On [page 31](#), in the ‘Performance commitment definition and parameters’ table for:

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| <p><b>Detailed definition of performance measure</b></p> | <p>D-MeX is a measure of customer satisfaction. A company’s overall D-MeX score is calculated from two components that contribute equally:</p> <ul style="list-style-type: none"> <li>• qualitative D-MeX score, based on the ratings provided by developer services customers who transacted with the company throughout the reporting year to a customer satisfaction survey; and</li> <li>• quantitative D-MeX score, based on the company’s performance against a set of selected Water UK performance metrics throughout the reporting year.</li> </ul> <p>The survey results which are used to calculate the qualitative component of the company’s D-MeX score will be supplied by a survey agent appointed by Ofwat. This is supplied out of 100 to form the score for the qualitative component of D-MeX.</p> <p>The set of Water UK performance metrics which are used to calculate the quantitative component of the company’s D-MeX score, in place at the time of PR19 final determinations publication, are set out in annex 2 of ‘PR19 final determinations: Customer measure of experience (C-MeX) and developer services measure of experience (D-MeX) policy appendix’. For each metric, a percentage is reported and a simple average of these metrics is taken. This is rescaled to be out of 100 to form the score for the quantitative component of D-MeX.</p> |
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| <p><b>Detailed definition of performance measure</b></p> | <p>D-MeX is a measure of customer satisfaction. A company's overall D-MeX score is calculated from two components that contribute equally:</p> <ul style="list-style-type: none"> <li>• qualitative D-MeX score, based on the ratings provided by developer services customers who transacted with the company throughout the reporting year to a customer satisfaction survey; and</li> <li>• quantitative D-MeX score, based on the company's performance against a set of selected Water UK performance metrics throughout the reporting year.</li> </ul> <p>The survey results which are used to calculate the qualitative component of the company's D-MeX score will be supplied by a survey agent appointed by Ofwat. This is supplied out of 100 to form the score for the qualitative component of D-MeX.</p> <p><b>Qualitative metrics</b></p> <p>The metrics which are to be supplied by the company to Ofwat's survey agent for the qualitative component are as follows:</p> <p>The metrics that apply from 1 April 2020 to 30 September 2020 are set out in annex 1 of 'PR19 final determinations: Customer measure of experience (C-MeX) and developer services measure of experience (D-MeX) policy appendix'.</p> <p>For all companies, from 1 October 2020:</p> <ul style="list-style-type: none"> <li>• W1.1 Pre-development enquiry – reports issued within target</li> <li>• W3.1 s45 quotations – within target</li> <li>• W4.1 s45 service pipe connections – within target</li> <li>• W6.1 Mains design &lt;500 plots – quotations within target</li> <li>• W7.1 Mains design &gt;500 plots – quotations within target</li> <li>• W8.1 Mains construction within target</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• W17.1 Mains diversions (without constraints) – quotations within target</li> <li>• W17.2 Mains diversions (with constraints) – quotations within target</li> <li>• W18.1 Mains diversions – construction/commissioning within target</li> <li>• W20.1 Self-lay Point of Connection report &lt; 500 plots etc - reports issued within target</li> <li>• W21.1 Self-lay Point of Connection reports &gt;500 plots etc - reports issued within target</li> <li>• W23.1 Self-lay design and terms request &lt;500 plots etc – quotations within target</li> <li>• W24.1 Self-lay design and terms request &gt;500 plots etc – quotations within target</li> <li>• W25.1 Self-lay signed agreement – acknowledgements within target</li> <li>• W26.1 Self-lay water for pressure/bacteriological testing – provided within target</li> <li>• W27.1 Self-lay permanent water supply – provided within target</li> <li>• W28.1 Self-lay vesting certificates – issued within target</li> <li>• W29.1 Self-lay Asset Payments – issued within target</li> <li>• W30.1 Self-lay plot references and costing details – issued within target</li> <li>• S1.1 Pre-development enquiry – reports issued within target</li> <li>• S3.1 Sewer requisition design – offers issued within target</li> <li>• S4.1 Sewer requisition – constructed and commissioned within agreed extension</li> <li>• S6.1 Technical vetting of adoptions &amp; diversions – approval or rejection letters within target</li> <li>• S7.1 Adoption legal agreement – draft agreements issued within target</li> <li>• S8.1 s106 sewer connection – approval letters issued within target</li> <li>• S9.1 s106 sewer connection – rejection letters issued within target</li> <li>• WN1.1 % of confirmations issued to the applicant within target period</li> </ul> |
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Version 2.0 of this change log incorporates the changes made to this performance commitment by version 1.0, above, and makes the following changes:

On [page 31](#), in the 'Performance commitment definition and parameters' table for:

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|  | <p>supplied out of 100 to form the score for the qualitative component of D-MeX.</p> <p><b>Qualitative metrics</b></p> <p>The metrics which are to be supplied by the company to Ofwat's survey agent for the qualitative component are as follows:</p> <p>The metrics that apply from 1 April 2020 to 30 September 2020 are set out in annex 1 of 'PR19 final determinations: Customer measure of experience (C-MeX) and developer services measure of experience (D-MeX) policy appendix'.</p> <p><b>For all companies, from 1 October 2020:</b></p> <ul style="list-style-type: none"> <li>• W1.1 Pre-development enquiry – reports issued within target</li> <li>• W3.1 s45 quotations – within target</li> <li>• W4.1 s45 service pipe connections – within target</li> <li>• W6.1 Mains design &lt;500 plots – quotations within target</li> <li>• W7.1 Mains design &gt;500 plots – quotations within target</li> <li>• W8.1 Mains construction within target</li> <li>• W17.1 Mains diversions (without constraints) – quotations within target</li> <li>• W17.2 Mains diversions (with constraints) – quotations within target</li> <li>• W18.1 Mains diversions – construction/commissioning within target</li> <li>• S1.1 Pre-development enquiry – reports issued within target</li> <li>• S3.1 Sewer requisition design – offers issued within target</li> <li>• S4.1 Sewer requisition – constructed and commissioned within agreed extension</li> <li>• S6.1 Technical vetting of adoptions &amp; diversions – approval or rejection letters within target</li> <li>• S7.1 Adoption legal agreement – draft agreements issued within target</li> <li>• S8.1 s106 sewer connection – approval letters</li> </ul> |
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|  | <p>issued within target</p> <ul style="list-style-type: none"> <li>• S9.1 s106 sewer connection – rejection letters issued within target</li> <li>• WN1.1 % of confirmations issued to the applicant within target period</li> <li>• WN2.2 % Bulk supply offer letters issued to the applicant within target period</li> <li>• WN3.1 % Bulk water supply agreement signed and issued to the applicant within target period</li> <li>• WN4.1 % of main laying schemes constructed and commissioned within the target period</li> <li>• WN4.2 % of testing supplies provided within target period</li> <li>• WN4.3 % of permanent supplies made available within the target period</li> <li>• SN2.2 % Bulk discharge offer letters issued to the applicant within target period</li> <li>• SN3.1 % Bulk discharge agreement signed and issued to the applicant within target period</li> <li>• SN4.1 % of main laying schemes constructed and commissioned within the target period</li> </ul> <p>and, for customer quotes provided before 1 April 2021, the following metrics also apply:</p> <ul style="list-style-type: none"> <li>• W20.1 Self-lay Point of Connection report &lt; 500 plots etc - reports issued within target</li> <li>• W21.1 Self-lay Point of Connection reports &gt;500 plots etc - reports issued within target</li> <li>• W23.1 Self-lay design and terms request &lt;500 plots etc – quotations within target</li> <li>• W24.1 Self-lay design and terms request &gt;500 plots etc – quotations within target</li> <li>• W25.1 Self-lay signed agreement – acknowledgements within target</li> <li>• W26.1 Self-lay water for pressure/bacteriological testing – provided within target</li> <li>• W27.1 Self-lay permanent water supply – provided within target</li> <li>• W28.1 Self-lay vesting certificates – issued within target</li> <li>• W29.1 Self-lay Asset Payments – issued within target</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• W30.1 Self-lay plot references and costing details – issued within target</li> </ul> <p>and, for customer quotes provided on or after 1 April 2021, the following metrics also apply:</p> <ul style="list-style-type: none"> <li>• SLPM – S1/2 – Review PoC proposal</li> <li>• SLPM – S2/1b – Water Company to Review SLP design application</li> <li>• SLPM – S2/2a – Provide design</li> <li>• SLPM – S2/2b – Water Company to Provide design acceptance</li> <li>• SLPM – S3 – Review / revise Water Adoption Agreement</li> <li>• SLPM – S4/1 – Source of Water Delivery Date</li> <li>• SLPM – S5/1a – Review request and carry out Final Connection</li> <li>• SLPM – S5/1b – Review application and agree date of Final Connection</li> <li>• SLPM – S6 – Issue vesting certificate</li> <li>• SLPM – S7/1 – Validate notification and provide consent to progress with connection</li> </ul> <p><b>For companies wholly or mainly in England, in addition to the list above, from 1 October 2020:</b></p> <ul style="list-style-type: none"> <li>• SAM 1/2 Review pre-design application</li> <li>• SAM 2/2 Review Design Step 1: Full design review and response</li> <li>• SAM 2/3 Review Design Step 2: Design acceptance</li> <li>• SAM 3/1 Update draft agreement</li> <li>• SAM 4/1 Inspections &amp; construction period</li> <li>• SAM 5/1 Request for pre maintenance inspections</li> <li>• SAM 5/2 Issue pre maintenance certificate/provisional certificate</li> <li>• SAM 6/2 Issue vesting certificate</li> </ul> <p><b>Quantitative metrics</b></p> <p>When calculating the quantitative component of D-MeX, metrics that have zero activities reported against them do not affect the D-MeX score.</p> <p>The set of Water UK performance metrics which are used</p> |
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|  | <p>to calculate the quantitative component of the company's D-MeX score are as follows:</p> <p><b>For all companies, from 1 April 2020 to 30 September 2020:</b></p> <ul style="list-style-type: none"> <li>• W1.1 Pre-development enquiry - reports issued within target</li> <li>• W3.1 s45 quotations - within target</li> <li>• W4.1 s45 service pipe connections - within target</li> <li>• W6.1 Mains design &lt;500 plots - quotations within target</li> <li>• W7.1 Mains design &gt;500 plots - quotations within target</li> <li>• W8.1 Mains construction within target</li> <li>• W17.1 Mains diversions (without constraints) - quotations within target</li> <li>• W17.2 Mains diversions (with constraints) - quotations within target</li> <li>• W18.1 Mains diversions - construction/commissioning within target</li> <li>• W20.1 Self lay Point of Connection report &lt; 500 plots etc - reports issued within target</li> <li>• W21.1 Self lay Point of Connection reports &gt;500 plots etc - reports issued within target</li> <li>• W23.1 Self lay design and terms request &lt;500 plots etc - quotations within target</li> <li>• W24.1 Self lay design and terms request &gt;500 plots etc - quotations within target</li> <li>• W26.1 Self lay water for pressure/bacteriological testing - provided within target</li> <li>• W27.1 Self lay permanent water supply - provided within target</li> <li>• W30.1 Self lay plot references and costing details - issued within target</li> <li>• S1.1 Pre-development enquiry - reports issued within target</li> <li>• S3.1 Sewer requisition design - offers issued within target</li> <li>• S4.1 Sewer requisition - constructed and commissioned within agreed extension</li> <li>• S7.1 Adoption legal agreement - draft agreements issued within target</li> </ul> |
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|  | <p><b>For companies wholly or mainly in England, from 1 October 2020:</b></p> <ul style="list-style-type: none"> <li>• W1.1 Pre-development enquiry – reports issued within target</li> <li>• W3.1 s45 quotations – within target</li> <li>• W4.1 s45 service pipe connections – within target</li> <li>• W6.1 Mains design &lt;500 plots – quotations within target</li> <li>• W7.1 Mains design &gt;500 plots – quotations within target</li> <li>• W8.1 Mains construction within target</li> <li>• W17.1 Mains diversions (without constraints) – quotations within target</li> <li>• W17.2 Mains diversions (with constraints) – quotations within target</li> <li>• W18.1 Mains diversions – construction/commissioning within target</li> <li>• S1.1 Pre-development enquiry – reports issued within target</li> <li>• S3.1 Sewer requisition design – offers issued within target</li> <li>• S4.1 Sewer requisition – constructed and commissioned within agreed extension</li> <li>• S7.1 Adoption legal agreement – draft agreements issued within target</li> <li>• WN1.1 % of confirmations issued to the applicant within target period</li> <li>• WN2.2 % Bulk supply offer letters issued to the applicant within target period</li> <li>• WN4.1 % of main laying schemes constructed and commissioned within the target period</li> <li>• WN4.2 % of testing supplies provided within target period</li> <li>• WN4.3 % of permanent supplies made available within the target period</li> <li>• SN2.2 % Bulk discharge offer letters issued to the applicant within target period</li> <li>• SN4.1 % of main laying schemes constructed and commissioned within the target period</li> <li>• SAM 3/1 Update draft agreement</li> <li>• SAM 4/1 Inspections and construction period</li> </ul> |
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|  | <p>and, for quotes provided before 1 April 2021, the following metrics also apply:</p> <ul style="list-style-type: none"> <li>• W20.1 Self lay Point of Connection report &lt; 500 plots etc – reports issued within target</li> <li>• W21.1 Self lay Point of Connection reports &gt;500 plots etc – reports issued within target</li> <li>• W23.1 Self lay design and terms request &lt;500 plots etc – quotations within target</li> <li>• W24.1 Self lay design and terms request &gt;500 plots etc – quotations within target</li> <li>• W26.1 Self lay water for pressure/bacteriological testing – provided within target</li> <li>• W27.1 Self lay permanent water supply – provided within target</li> <li>• W30.1 Self lay plot references and costing details – issued within target</li> </ul> <p>and, for quotes provided on or after 1 April 2021, the following metrics also apply:</p> <ul style="list-style-type: none"> <li>• SLPM – S1/2 – Review PoC proposal</li> <li>• SLPM – S2/2a – Provide design</li> <li>• SLPM – S2/2b – Water Company to Provide design acceptance</li> <li>• SLPM – S3 – Review / revise Water Adoption Agreement</li> <li>• SLPM – S4/1 – Source of Water Delivery Date</li> <li>• SLPM – S5/1a – Review request and carry out Final Connection</li> <li>• SLPM – S7/1 – Validate notification and provide consent to progress with connection</li> </ul> <p><b>For companies wholly or mainly in Wales, from 1 October 2020:</b></p> <ul style="list-style-type: none"> <li>• W1.1 Pre-development enquiry – reports issued within target</li> <li>• W3.1 s45 quotations – within target</li> <li>• W4.1 s45 service pipe connections – within target</li> <li>• W6.1 Mains design &lt;500 plots – quotations within target</li> <li>• W7.1 Mains design &gt;500 plots – quotations within target</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• W8.1 Mains construction within target</li> <li>• W17.1 Mains diversions (without constraints) – quotations within target</li> <li>• W17.2 Mains diversions (with constraints) – quotations within target</li> <li>• W18.1 Mains diversions – construction/commissioning within target</li> <li>• W20.1 Self lay Point of Connection report &lt; 500 plots etc – reports issued within target</li> <li>• W21.1 Self lay Point of Connection reports &gt;500 plots etc – reports issued within target</li> <li>• W23.1 Self lay design and terms request &lt;500 plots etc – quotations within target</li> <li>• W24.1 Self lay design and terms request &gt;500 plots etc – quotations within target</li> <li>• W26.1 Self lay water for pressure/bacteriological testing – provided within target</li> <li>• W27.1 Self lay permanent water supply – provided within target</li> <li>• W30.1 Self lay plot references and costing details – issued within target</li> <li>• S1.1 Pre-development enquiry – reports issued within target</li> <li>• S3.1 Sewer requisition design – offers issued within target</li> <li>• S4.1 Sewer requisition – constructed and commissioned within agreed extension</li> <li>• S7.1 Adoption legal agreement – draft agreements issued within target</li> <li>• WN1.1 % of confirmations issued to the applicant within target period</li> <li>• WN2.2 % Bulk supply offer letters issued to the applicant within target period</li> <li>• WN4.1 % of main laying schemes constructed and commissioned within the target period</li> <li>• WN4.2 % of testing supplies provided within target period</li> <li>• WN4.3 % of permanent supplies made available within the target period</li> <li>• SN2.2 % Bulk discharge offer letters issued to the applicant within target period</li> <li>• SN4.1 % of main laying schemes constructed and</li> </ul> |
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|  | <p>commissioned within the target period</p> <p>For each metric, a percentage is reported and a simple average of these metrics is taken. This is rescaled to be out of 100 to form the score for the quantitative component of D-MeX. For the 2020-21 reporting year only, companies are to separately calculate their performance against the metrics that apply in each half-year period and the annual score for the quantitative component will be an average of these two half-year scores.</p> <p>The full definition for each metric is on Ofwat's website: <a href="https://www.ofwat.gov.uk/outcomes-definitions-pr19/">https://www.ofwat.gov.uk/outcomes-definitions-pr19/</a></p> |
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## Per capita consumption

### PR19BRL\_PC19

The detail for this performance commitment is set out on pages 12-15.

Version 3.0 of this change log makes the following changes:

On [page 13](#), in the 'Performance commitment definition and parameters' table for:

|  |           |
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| Timing of underperformance and outperformance payments | In-period |
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Read:

|  |               |
|--|---------------|
| Timing of underperformance and outperformance payments | End of period |
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