



Changes to Thames 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: Thames 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

Version	Date of issue	Performance commitments with changes
1.0	30 September 2020	PR19TMS_AWS01

D-MeX

PR19TMS_AWS01

The detail for this performance commitment is set out on pages 46-49.

On [page 46](#), in the 'Performance commitment definition and parameters' table for:

<p>Detailed definition of performance measure</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"> • 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 • quantitative D-MeX score, based on the company's performance against a set of selected Water UK performance metrics throughout the reporting year. <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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Read:

<p>Detailed definition of performance measure</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"> • 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 • quantitative D-MeX score, based on the company's performance against a set of selected Water UK
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	<p>performance metrics throughout the reporting year.</p> <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>Qualitative metrics</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"> • W1.1 Pre-development enquiry – reports issued within target • W3.1 s45 quotations – within target • W4.1 s45 service pipe connections – within target • W6.1 Mains design <500 plots – quotations within target • W7.1 Mains design >500 plots – quotations within target • W8.1 Mains construction within target • W17.1 Mains diversions (without constraints) – quotations within target • W17.2 Mains diversions (with constraints) – quotations within target • W18.1 Mains diversions - construction/commissioning within target • W20.1 Self-lay Point of Connection report < 500 plots etc - reports issued within target • W21.1 Self-lay Point of Connection reports >500 plots etc - reports issued within target • W23.1 Self-lay design and terms request <500 plots etc – quotations within target • W24.1 Self-lay design and terms request >500 plots etc – quotations within target • W25.1 Self-lay signed agreement – acknowledgements within target • W26.1 Self-lay water for pressure/bacteriological testing – provided within target
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	<ul style="list-style-type: none"> • W27.1 Self-lay permanent water supply – provided within target • W28.1 Self-lay vesting certificates – issued within target • W29.1 Self-lay Asset Payments – issued within target • W30.1 Self-lay plot references and costing details – issued within target • S1.1 Pre-development enquiry – reports issued within target • S3.1 Sewer requisition design – offers issued within target • S4.1 Sewer requisition – constructed and commissioned within agreed extension • S6.1 Technical vetting of adoptions & diversions – approval or rejection letters within target • S7.1 Adoption legal agreement – draft agreements issued within target • S8.1 s106 sewer connection – approval letters issued within target • S9.1 s106 sewer connection – rejection letters issued within target • WN1.1 % of confirmations issued to the applicant within target period • WN2.2 % Bulk supply offer letters issued to the applicant within target period • WN3.1 % Bulk water supply agreement signed and issued to the applicant within target period • WN4.1 % of main laying schemes constructed and commissioned within the target period • WN4.2 % of testing supplies provided within target period • WN4.3 % of permanent supplies made available within the target period • SN2.2 % Bulk discharge offer letters issued to the applicant within target period • SN3.1 % Bulk discharge agreement signed and issued to the applicant within target period • SN4.1 % of main laying schemes constructed and commissioned within the target period <p>For companies wholly or mainly in England, in addition to the list above, from 1 October 2020:</p> <ul style="list-style-type: none"> • SAM 1/2 Review pre-design application • SAM 2/2 Review Design Step 1: Full design review
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	<p>and response</p> <ul style="list-style-type: none"> • SAM 2/3 Review Design Step 2: Design acceptance • SAM 3/1 Update draft agreement • SAM 4/1 Inspections & construction period • SAM 5/1 Request for pre maintenance inspections • SAM 5/2 Issue pre maintenance certificate/provisional certificate • SAM 6/2 Issue vesting certificate <p>Quantitative metrics</p> <p>The set of Water UK performance metrics which are used to calculate the quantitative component of the company's D-MeX score are as follows:</p> <p>For all companies, from 1 April 2020 to 30 September 2020:</p> <ul style="list-style-type: none"> • W1.1 Pre-development enquiry - reports issued within target • W3.1 s45 quotations - within target • W4.1 s45 service pipe connections - within target • W6.1 Mains design <500 plots - quotations within target • W7.1 Mains design >500 plots - quotations within target • W8.1 Mains construction within target • W17.1 Mains diversions (without constraints) - quotations within target • W17.2 Mains diversions (with constraints) - quotations within target • W18.1 Mains diversions - construction/commissioning within target • W20.1 Self lay Point of Connection report < 500 plots etc - reports issued within target • W21.1 Self lay Point of Connection reports >500 plots etc - reports issued within target • W23.1 Self lay design and terms request <500 plots etc - quotations within target • W24.1 Self lay design and terms request >500 plots etc - quotations within target • W26.1 Self lay water for pressure/bacteriological testing - provided within target • W27.1 Self lay permanent water supply - provided within target • W30.1 Self lay plot references and costing details - issued within target
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	<ul style="list-style-type: none"> • S1.1 Pre-development enquiry - reports issued within target • S3.1 Sewer requisition design - offers issued within target • S4.1 Sewer requisition - constructed and commissioned within agreed extension • S7.1 Adoption legal agreement - draft agreements issued within target <p>For companies wholly or mainly in England, from 1 October 2020:</p> <ul style="list-style-type: none"> • W1.1 Pre-development enquiry – reports issued within target • W3.1 s45 quotations – within target • W4.1 s45 service pipe connections – within target • W6.1 Mains design <500 plots – quotations within target • W7.1 Mains design >500 plots – quotations within target • W8.1 Mains construction within target • W17.1 Mains diversions (without constraints) – quotations within target • W17.2 Mains diversions (with constraints) – quotations within target • W18.1 Mains diversions – construction/commissioning within target • W20.1 Self lay Point of Connection report < 500 plots etc – reports issued within target • W21.1 Self lay Point of Connection reports >500 plots etc – reports issued within target • W23.1 Self lay design and terms request <500 plots etc – quotations within target • W24.1 Self lay design and terms request >500 plots etc – quotations within target • W26.1 Self lay water for pressure/bacteriological testing – provided within target • W27.1 Self lay permanent water supply – provided within target • W30.1 Self lay plot references and costing details – issued within target • S1.1 Pre-development enquiry – reports issued within target • S3.1 Sewer requisition design – offers issued within target • S4.1 Sewer requisition – constructed and
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	<p>commissioned within agreed extension</p> <ul style="list-style-type: none"> • S7.1 Adoption legal agreement – draft agreements issued within target • WN1.1 % of confirmations issued to the applicant within target period • WN2.2 % Bulk supply offer letters issued to the applicant within target period • WN4.1 % of main laying schemes constructed and commissioned within the target period • WN4.2 % of testing supplies provided within target period • WN4.3 % of permanent supplies made available within the target period • SN2.2 % Bulk discharge offer letters issued to the applicant within target period • SN4.1 % of main laying schemes constructed and commissioned within the target period • SAM 3/1 Update draft agreement • SAM 4/1 Inspections and construction period <p>For companies wholly or mainly in Wales, from 1 October 2020:</p> <ul style="list-style-type: none"> • W1.1 Pre-development enquiry – reports issued within target • W3.1 s45 quotations – within target • W4.1 s45 service pipe connections – within target • W6.1 Mains design <500 plots – quotations within target • W7.1 Mains design >500 plots – quotations within target • W8.1 Mains construction within target • W17.1 Mains diversions (without constraints) – quotations within target • W17.2 Mains diversions (with constraints) – quotations within target • W18.1 Mains diversions – construction/commissioning within target • W20.1 Self lay Point of Connection report < 500 plots etc – reports issued within target • W21.1 Self lay Point of Connection reports >500 plots etc – reports issued within target • W23.1 Self lay design and terms request <500 plots etc – quotations within target • W24.1 Self lay design and terms request >500 plots etc – quotations within target
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	<ul style="list-style-type: none"> • W26.1 Self lay water for pressure/bacteriological testing – provided within target • W27.1 Self lay permanent water supply – provided within target • W30.1 Self lay plot references and costing details – issued within target • S1.1 Pre-development enquiry – reports issued within target • S3.1 Sewer requisition design – offers issued within target • S4.1 Sewer requisition – constructed and commissioned within agreed extension • S7.1 Adoption legal agreement – draft agreements issued within target • WN1.1 % of confirmations issued to the applicant within target period • WN2.2 % Bulk supply offer letters issued to the applicant within target period • WN4.1 % of main laying schemes constructed and commissioned within the target period • WN4.2 % of testing supplies provided within target period • WN4.3 % of permanent supplies made available within the target period • SN2.2 % Bulk discharge offer letters issued to the applicant within target period • SN4.1 % of main laying schemes constructed and commissioned within the target period <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: https://www.ofwat.gov.uk/outcomes-definitions-pr19/</p>
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