



**Changes to United Utilities' 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: United Utilities – 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	PR19UUW_D02-CF

## D-MeX

### PR19UUW\_D02-CF

The detail for this performance commitment is set out on pages 44-47.

On [page 44](#), in the 'Performance commitment definition and parameters' table for:

<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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Read:

<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</li> </ul>
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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><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> <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> </ul>
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	<ul style="list-style-type: none"> <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> <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>For companies wholly or mainly in England, in addition to the list above, from 1 October 2020:</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</li> </ul>
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	<p>and response</p> <ul style="list-style-type: none"> <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>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"> <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> </ul>
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	<ul style="list-style-type: none"> <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> <p>For companies wholly or mainly in England, 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> <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</li> </ul>
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	<p>commissioned within agreed extension</p> <ul style="list-style-type: none"> <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> <p>For companies wholly or mainly in Wales, 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> <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> </ul>
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	<ul style="list-style-type: none"> <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 commissioned within the target period</li> </ul> <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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