

incorporating



# South Staffs Water

**Developer Services Forum**

JULY 2018

# Housekeeping



No smoking



Hang up  
jackets & coats



Health &  
wellbeing



Fire alarms  
& exits



Toilets



Phones

# Further points

**Audio  
recording**

**We will be  
circulating  
a summary of  
the workshop  
findings**

**We will  
listen  
to your  
views!**

**The session will include a mix of presentations to help provide some context and then we will breakout into groups for the discussions**



# Agenda

## Morning sessions (10am – 1pm)

- Overview of our Developer Services team
- Listening to your feedback – service changes made in last 12 months & planned improvements
- Working together more effectively
- How we handle complaints and disputes
- Feedback on the changes to the new connections charging mechanism
- Update on progress around Ofwat's new customer service mechanism (D-MEX)

## Afternoon sessions (1:30pm – 3pm)

- Thoughts around water efficiency/water recycling & how we can build more water efficient homes
- Facilitated Q&A sessions with our team
- Final feedback on key actions points to take forward

# Why are we here?

**Commitment** to become a top class performer in the water industry by providing our customers with a great service levels with open competition choices

**We're committed to keeping you informed**

**We want your feedback**

**We may not have all the answers today – we may have to think carefully about some of your questions**



# Overview of our Developer Services team

# What we do?

We understand that each building development is unique

**A dedicated 'Developer Services' Team that guides and supports customers**

**Specialist advice to all our customers on the design, pricing and construction of new water mains and new connections for your developments**

Over the past 12 months we have made a step change in our approach to how we deal with developers

**More new people for the Developer Services Team understanding construction**

**Extra effort into building long term rewarding relationships for our customers**

**Acknowledging that we need to contribute to customers building sustainable properties, by offering water-efficiency incentives**

# How to contact Developer Services?



**This is your opportunity to find out more about what the Developer Services Team do, our approach and what services are offered. Some of you may be familiar with the team and what they do, but we are still interested in your views!**

We always promote that our customer should make contact with the team **as soon as possible** on your new development.

To-do this here are the key contact details.

## **Cambridge Water**

Developer Services

90, Fulbourn Road, Cambridge, CB1 9JN

**01223 403 115**

[networkdevelopment@cambridge-water.co.uk](mailto:networkdevelopment@cambridge-water.co.uk)

<http://www.cambridge-water.co.uk/developers>



## **South Staffs Water**

Developer Services

Green Lane, Walsall, WS2 7PD

**0845 34 51 399**

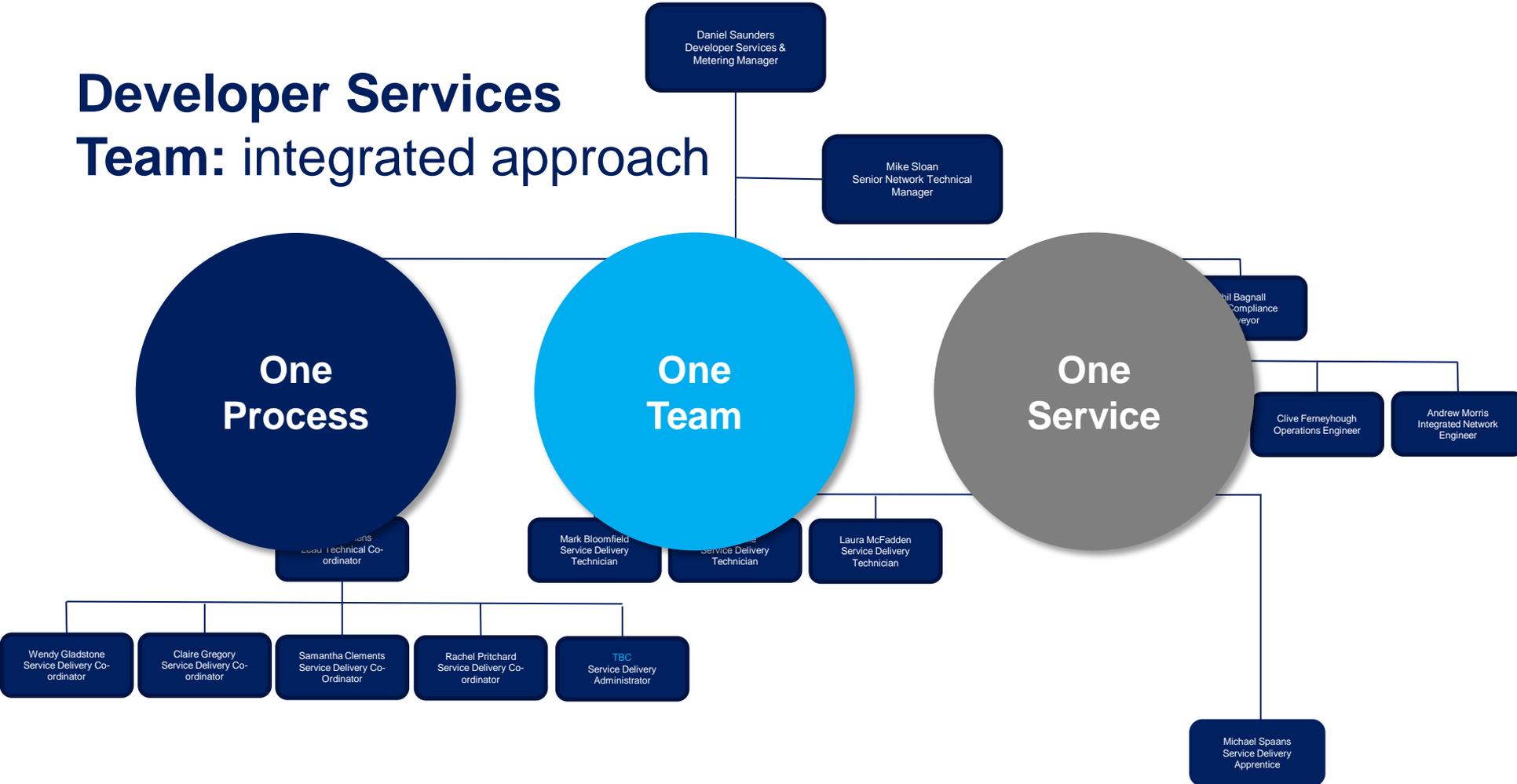
[developerservices@south-staffs-water.co.uk](mailto:developerservices@south-staffs-water.co.uk)

<https://www.south-staffs-water.co.uk/developer>



South Staffs Water

# Developer Services Team: integrated approach



# Who is here today?

One team: serving two regions



South Staffs Water



CAMBRIDGE  
**WATER**  
COMPANY



**Andrew Lobley**  
Director of Operations

**Daniel Saunders**  
Developer Services  
& Metering Manager

**Mike Sloan**  
Network Development  
Manager

**Phil Bagnall**  
Lead Compliance Surveyor

**Andrew Morris**  
New Development  
& Technical Engineer

**Nick Hollaway**  
Customer Insight Manager

# Developer Services Team: integrated approach

**Water  
Efficiency  
Incentives**

**Key  
Contacts  
within the  
Team**

**Integrated  
Application  
Forms**

**Integrated  
Customer  
Approach**

**Voluntary  
Redress  
Scheme**

**Improved  
customer  
service  
responses**

**Integrated  
Team  
Roles &  
Responsibilities**

# Discussion points



- **Were you aware of the team structure? Any surprises?**
- **What do you think of these changes? Better?**
- **What could be improved around team structure?** (numbers of people, roles and responsibilities etc).
- **Do you want specialists in the team to turn to for help with specific issues or one contact to handle everything?**



**Listening to  
customer feedback:  
service improvements  
made in last 6 months  
& what's to follow  
in 2018**

# Service improvements made in last 6 months



## WATERUK - SOUTH STAFFS WATER & CAMBRIDGE WATER COMBINED



# Service improvements made in last 6 months

**You Said:** *Cost certainty for large new developments*

**We did:** We introduced a new pricing mechanism based around pre published 'cost per plot' pricing to allow costs to be estimated by developers

**You Said:** *How can I exercise competition from SLP's & NAV's*

**We Did:** We published a new charging mechanism that facilitates choice and promotes competition for connections to our network

**You Said:** *Never know what my water connection will cost*

**We did:** We worked hard to allow customers to estimate prices themselves by publishing menu pricing of new connections

**You Said:** *Always the risk of network reinforcement for my development*

**We did:** We have removed site specific reinforcement and changed it to the Infrastructure charge

**You Said:** *Water efficiency isn't very cost beneficial*

**We did:** We introduced water efficiency incentives for your developments, benchmarked against externally accredited metrics



# Discussion points



- Your views on our changes, are they working for you?
- How could we further improve our service?
  - Would you like more online services?
  - Would you like online technical design library?
  - Would you like the option of Web chat?

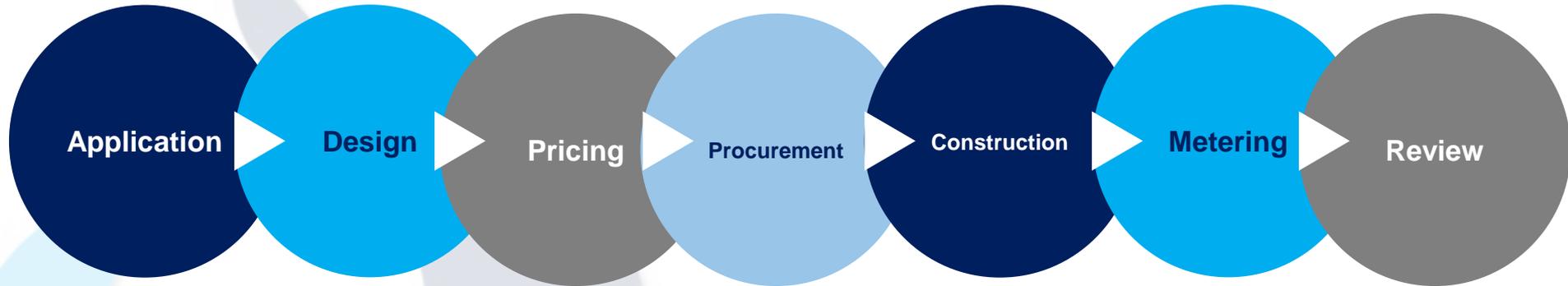


**Better ways  
of working**

# Better ways of working

We want to work with all of our customers to allow your connection to our mains water supply to be as **quick** and **efficient** as possible.

**Please do contact us as early as possible** regarding your requirements, irrespective of the method of delivery of your new connection. The sooner we engage, the more we can contribute to your design and discuss the costs involved.





## Better ways of working: discussion points

- How should early engagement work in practice from your perspective?
- What is preventing early engagement at the moment and how can this be overcome?
- What changes in working methods are needed on both sides to enable this?
- What is your most preferred method of communication with us?
- What do other water companies do better which we need to replicate?
- Would SLP's be willing to supply their own designs for accreditation?



# Handling customers disputes & redress

# Handling customers disputes & redress

We work hard to ensure that everything flows smoothly, however on rare occasions we may fail to meet your expectations.

To ensure we **resolve** your concerns promptly, and critically for us, ensure that we gather all of the **learning** to **prevent a reoccurrence**.

We have launched a new dispute and redress process.



We have published our dedicated named contact, so if you do need to get in touch with us, please contact:

**Suzanne Birch**  
**Developer Service**  
**Team Leader**

01922 638 282

Extension 4667

[suebirch@south-staffs-water.co.uk](mailto:suebirch@south-staffs-water.co.uk)

# Handling customers disputes & redress

We are very much aware that our failings impact on your projects, and that we should provide you with compensation when we fail to achieve one of our published SLA's.

This is not a regulatory requirement, rather something that we have imposed on ourselves as a **commitment** to you, our customers that we will penalise ourselves, when we fail to deliver to the standards that you expect of us.

The water industry in England and Wales is currently consulting on an appropriate redress mechanism, and we are contributing to this debate, however we **wanted to establish our own** interim process while the industry position is finalised.

Our current redress prices are shown below:



*1-7 days = £15.00*

*8-14 days = £35.00*

*15-30 days = £70.00*

*30+days = £150.00*

Our WaterUK performance can be located within the developers 'Get Connected' section of our website, the direct web link is

<https://www.south-staffs-water.co.uk/developer/performance>

# Discussion points



- **Views on the current scheme and how well SSW/CW currently handle complaints?**
- **What should be in the scope of the national redress scheme?**



**Break**





# New charging mechanisms

# New charging mechanisms 2018-19

We have listened to both our regulator and our customers in the formulation of our charging mechanism for 2018/19.

The key principles of our approach are...

**Transparent Pricing**

**Water Efficiency Incentives**

**Customer Choice in Competition SLP/NAV/WR**

**Voluntary Redress Scheme**

**Bulk charges for NAV**

**Recognised Asset Values for SLP/NAV**



# Discussion points

- How is new charging mechanism for new connections working in practice?
- Do you know where to get a price for a new development?
- Does the new approach make it easy to determine the asset value for a scheme?
- Thoughts on other water companies' charging approaches – what is best practice, where could SSW/CW improve?
- Is lack of consistency across the industry an issue?





**New approach  
to measuring  
wholesalers service  
performance:  
D-MeX**



# New approach to measuring wholesalers service performance

From 2020 a new Developer Services Metric, referred to as 'D-MeX' will be rolled out by OFWAT, assessing the performance of all water companies in England and Wales.

It will allow you, our customers, to see how we perform relative to other companies in England and Wales through the publication of comparative **qualitative** and **quantitative** performance metrics.

OFWAT is currently consulting on this mechanism and we are, again, contributing to the debate at a national level. A 'shadow' (trial) run is being undertaken at present, and in 2019, followed by the approach going live in 2020.

We support the introduction of an **independent assessment** of our performance in this area and are targeting being an upper quartile performer.

# Discussion points



- **Awareness and views on DMEX?**
- **Concerns over the approach and how these could be addressed?**



**Lunch**





**Building more  
water efficient  
homes**

# Building more water efficient homes

**Water scarcity is a real challenge for the UK**, and will continue to be so with the Climate Change projections that we are all aware of. Water is one of our most precious commodities and we all need to **work together** to ensure that our homes are sustainable for the future.

We believe that we have a role to play in being a catalyst for more efficient homes, and are committed to supporting construction development in our regions. Developers are key partners in the building of more water-efficient properties now and in the future.

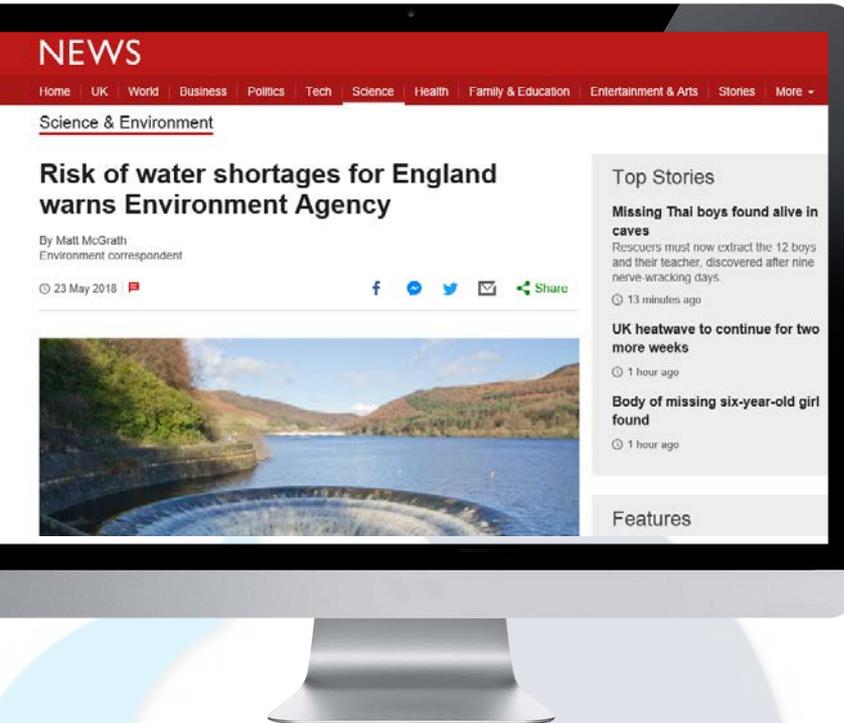
To demonstrate our **commitment**, we are introducing water efficiency incentives to all new build BRE accredited properties; Home Quality Mark (HQM) for housing and the Environmental Assessment Method (BREEAM) for high-rise residential developments.

HOME  
QUALITY  
MARK 

bre

BREEAM®

# Building more water efficient homes



How do we get to 100 litres daily water usage per person?

<https://www.bbc.co.uk/news/science-environment-44215418>

# North West Cambridge Video



South Staffs Water



# Building more water efficient homes

If a developer, SLP or NAV commits to **water efficiency levels of 100 l/p/d** in each new-build development, for example, we would provide the following rebates:

- A **25%** reduction in the applicable infrastructure charge for HQM-accredited properties.
- A **10%** reduction in the applicable infrastructure charge for BREEAM-accredited properties with a 'Very Good' rating.
- A **25%** reduction in the applicable infrastructure charge for BREEAM-accredited properties with an 'Excellent' rating.
- A **40%** reduction in the applicable infrastructure charge for BREEAM-accredited properties with an 'Outstanding' rating.



## Discussion points

- **How can we build more water efficient homes together – how to get from 125 l/p/p/d to 100?**
- **What are the key barriers?**
- **Is the level of incentive enough to justify additional build costs – e.g. appliances?**
- **Views on building standards/regs?**
- **Are you thinking about long-term future challenges around water scarcity – what are your plans around this – noticing consumer demand?**



**Feedback & Q&A**  
Your opportunity  
to ask us any  
questions

# Discussion points



- **Let's move tables for the Q&A session with company colleagues?**



# Actions & next steps

# Discussion points



- **Open discussion**
- **Final voting**
- **Feedback forms**

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# South Staffs Water

**Thank you for coming!**