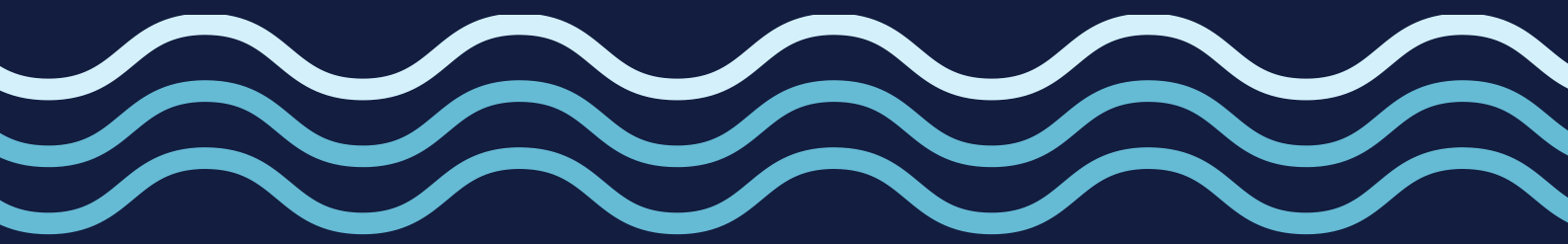


# Redress

**Version:1**

**Date:22/12/2020**



YorkshireWater

Our Commitment to You In line with Ofwat's Codes for Adoption (December 2020), Developer Services have developed a process of redress for customers applying for the formal adoption for clean water assets under Section 51 of the Water Industry Act 1991 into Yorkshire Water.

Our customers are at the heart of everything we do, so we make these promises:

- We are easy to deal with.
- We are helpful and friendly.
- We get it right first time

However, should things go wrong, we put them right. We try our best to get things right first time but, realise that we do fall short occasionally. If this happens, we will get in touch with you as soon as possible. We welcome any comments, queries or issues and we will respond quickly, fairly, and courteously. Our commitment to you in relation to redress is as follows:

## Failure to meet our timescales

### Category 1 Failure

Where we have failed to comply with a Category One Metric of Level of Service, within Codes for Adoption we will:

**Step 1.** – your case will be automatically assigned to a Case Manager within Developer Services and within 30 days of the failure arising (without any requirements on the SLP to contact us) we will send the applicant a refund of the fee in question.

### Category 2 Failure

Where we have failed to comply with a Category Two Metric of the Levels of Service, within Codes for Adoption

**Step 1.** – within one working day of the failure we will email you with all available details regarding the nature and the cause of the failure, providing you with any supporting evidence and an indication of the proposed remedial action. Your application will be prioritised and within the email that we send out it will contain a new date for the performance of the service in question.

**Step 2.** – The Case Manager will contact the applicant to explain that we have failed to meet our commitment to you on this occasion and discuss the course of action we will take.

**Step 3.** – When you have received the email detailing the new date for the delivery of the service, which will be as soon as reasonably practicable taking into account the

circumstances by which led to the original delay you may confirm acceptance of this information back to the Compliance Manager.

**Step 4.** – Where you feel that you are not happy with the details that you have received about the failure you can request an escalation of the failure to our Compliance Manager.

**Step 5.** – Where you feel you are not satisfied with the details received and we receive Notification of such. We will ensure that the Compliance Manager will (within five working days of receipt of such notification) issue a written report. Within the report we will set out the causes of the failure, proposals to remedy the failure. As part of this we will also look to see if there can be any lessons learnt by all parties which might prevent a recurrence of similar failures.

**Step 6.** – Where you consider that you have suffered direct financial loss as a result our company's failure to comply with our obligations under section 10.1.2, We would invite you to write to our Compliance Manager, upon receipt of the receipt of the response will review your complaint in detail following our robust complaints procedure. The details will be assessed as part of an internal review and we will contact you to detail why we have failed to meet our commitment to you on this occasion. Where it is confirmed that you have reasonably demonstrated that there has been a financial loss, we will make an ex-gratia payment in relation to your claim.

## **Letting you know before failure to respond in time happens**

Where we anticipate that, if before the due date for our performance of an activity to which a Category Two Metric applies, we will not be able to fulfil our obligations on the due date, we shall instigate the procedures set out in section 10.1.2 above.

## **Repeated failure**

Internally, we will hold fortnightly workshops to understand where we have gone wrong and identify where we can improve in the future. We're not perfect but we're always looking at ways to improve.

Developer Services have developed this redress process specifically in relation to the adoption of clean water assets, which sits outside of our existing complaints process and associated compensation. Please contact us as soon as possible if you are not satisfied with our service. Our complaints procedure can be found here ([Link needed](#)).

Likewise, if you've had a good experience with us, we'd really like to know so that we can thank the colleagues involved and continue to improve our service. If you would like to know more about our promises and guarantees to you, our Customer Charter can be found here ([Link needed](#)).

# Timescales for our Levels of Service

Level of Service Measure	Level of Service: Maximum Timescale	Notes	Redress Category 1 or 2
POC (Stage 1C) – Water Company – SLPM – S1/1 – Initial Application review	Within 5 calendar days confirm application form is complete	The SLA will reset each time the application is sent back to the SLP for incomplete information.	Category 1
POC (Stage 1C) – Water Company – SLPM – S1/2 – Review PoC proposal	Within 14 calendar days (or 28 calendar days for complex sites as defined in Appendix E-Minimum Information) review PoC proposal and validate / propose PoC	Runs concurrently alongside SLPM 1/1. Water Company to notify SLP that the site is deemed complex at the earliest opportunity and no later than 14 calendar days after the receipt of the complete application	Category 1
Design Self-Laid Main (Stage 2) – Water Company – SLPM – S2/1a – Review Design Application	Within 5 calendar days confirm the application is complete	The SLA will reset each time the application is sent back to the SLP for incomplete information.	Category 1
Design Self-Laid Main (Stage 2) – Water Company – SLPM – S2/2a – Provide design	Within 28 or 42 calendar days depending on the complexity (as defined in Appendix E - Minimum Information) complete design of Self-Lay Works	Runs concurrently alongside SLPM 2/1a. This metric only applies if the Water Company offers a design service for Self-Lay Works. Only applicable where valid PoC has been identified	Category 1
Design Self-Laid Main (Stage 2) – Water Company – SLPM – S2/1b – Water Company to Review SLP design application	Within 5 calendar days confirm application is complete.	The SLA will reset each time the application is sent back to the SLP due to the application being deemed to be incomplete, i.e., there is/are document(s) missing. If a design is submitted and requires changes then this is subject to S2/2b and is not a reason for rejection under S2/1b.	Category 1

Level of Service Measure	Level of Service: Maximum Timescale	Notes	Redress Category 1 or 2
Design Self-Laid Main (Stage 2) – Water Company – SLPM - S2/2b – Water Company to Provide design acceptance	Within 14 or 21 calendar days depending on the complexity (as above-see App E) provide formal design acceptance	This is a start / stop “chess clock” metric and therefore the design acceptance will sit with the Water Company for no more than the number of days specified in the metric. Water company rejection of a design will not affect the overall timescale for acceptance. Only applicable where valid PoC has been identified Runs concurrently with SLPM – S2/2a.	Category 1
Execute Water Adoption Agreement (Stage 3) – Water Company – SLPM – S3 – Review / revise Water Adoption Agreement	Issue the Water Adoption Agreement using the MWAA as a template within 7 calendar days of receiving the request or a revision to the scope of work in an earlier draft.	If all information is provided, then this measure runs concurrently with SLPM – S2 and the MWAA can be issued alongside the formal design acceptance.	Category 2
Delivery Date (Stage 3 / 4) – Water Company – SLPM – S4/1 – Source of Water Delivery Date	Right day metric – agreed date when the Water Company will provide the Source of Water for testing purposes, contractually binding in the Water Adoption Agreement.	Water Company performance measured on a right day basis against the agreed date written into the Water Adoption Agreement. The interval between receipt of a complete, signed Water Adoption Agreement and the Delivery Date is subject to a minimum of 28 calendar days. If the valid signed Water Adoption Agreement is returned later than 28 calendar days prior to the Delivery Date, then this will move the Delivery Date to 28 calendar days after receipt of the signed Water Adoption Agreement	Category 2
Construct Self-Laid Main (Stage 4) – Self Lay Provider – SLPM – S4/2 –	Within 1 Day of receipt of valid test results SLP must provide evidence	If there is a delay in submitting the sample results this could render them invalid due to time limits	N/A

Level of Service Measure	Level of Service: Maximum Timescale	Notes	Redress Category 1 or 2
Provide sample results and submit construction record	of said bacteriological sample and pressure test pass.	imposed for water quality and public health purposes.	
Connect Self-Laid Main – (Stage 5) – Water Company – SLPM – S5/1a – Review request and carry out Final Connection	Within 14 calendar days of receipt of all valid test results and paperwork complete the Final Connection.	<p>*To be used when the SLP requests that the Water Company make the Final Connection. Water Company to reconfirm the date with SLP. All information should be submitted at the same time:</p> <ul style="list-style-type: none"> <li>• Valid pressure test result</li> <li>• Valid bacteriological sample result</li> <li>• As-laid drawing of mains to be connected</li> <li>• Formal request for works to be carried out by the Water Company</li> </ul>	
Connect Self-Laid Main – (Stage 5A) – Water Company – SLPM – S5/1b – Review application and agree date of Final Connection.	Within 5 Days review the application, test results, as laid information and agree the connection date with SLP and issue authorisation.	<p>*To be used when the SLP is to propose to make the Final Connection. Water Company to reconfirm the date with SLP. All information should be submitted by the SLP at the same time, a minimum of 5 Days prior to the proposed connection date:</p> <ul style="list-style-type: none"> <li>• Valid pressure test result</li> <li>• Valid bacteriological sample result</li> <li>• As-laid drawing of mains to be connected</li> <li>• CRMC paperwork as per WIRS accreditation</li> </ul>	N/A
Connect Self-Laid Main (Stage 5) – Self Lay Provider – SLPM – S5/2 – Complete connection and provide required information to the Water Company	Within 1 Day of completing the Final Connection SLP to confirm that connection took place.	*To be used when the SLP has made the Final Connection. A complete vesting certificate should be provided at this stage.	N/A

Level of Service Measure	Level of Service: Maximum Timescale	Notes	Redress Category 1 or 2
Vest Self-Laid Main (Stage 6) – Water Company – SLPM – S6 – Issue vesting certificate	Once each Section of main(s) has successfully entered service, declare the Self-Laid Main vested. Vesting certificate should be issued within 5 Days of notification of the Final Connection being given.		Category 2
Make Service Connections (Stage 7 – Part 2) – Water Company – SLPM – S7/1 – Validate notification and provide consent to progress with connection	Issue consent, plot reference information, and costing details within 5 calendar days commencing on the day following written notification of connection call-off by the SLP. Process payment for admin fees.	Plot reference information and costings may be issued during Stage 3 as part of the Water Company Local Practice.	Category 1
Make Service Connections (Stage 7 – Part 2) – Self Lay Provider – SLPM – S7/2 – SLP to notify Water Company that the connection is made	The SLP provides this information to the Water Company within 1 Day of completing the connection for non- households and 5 calendar days for households.	If the SLP is fitting the meters, then they must provide meter details at the same time as notifying the Water Company of the Service Pipe connection.	N/A
Make Service Connections (Stage 7 – Part 2) – Water Company – SLPM – S7/3 – Install ‘screw in’ meter and record details	If requested, Water Company technician visits site to fit meter and records meter details. The SLA for this metric should be defined by those companies which offer this service.	All companies offering a screw-in meter fitting service must measure their performance using this metric.	Category 1