

Yorkshire Water New Connections Charging Arrangements 2021/22

Customer Consultation Q & A
11 December 2020

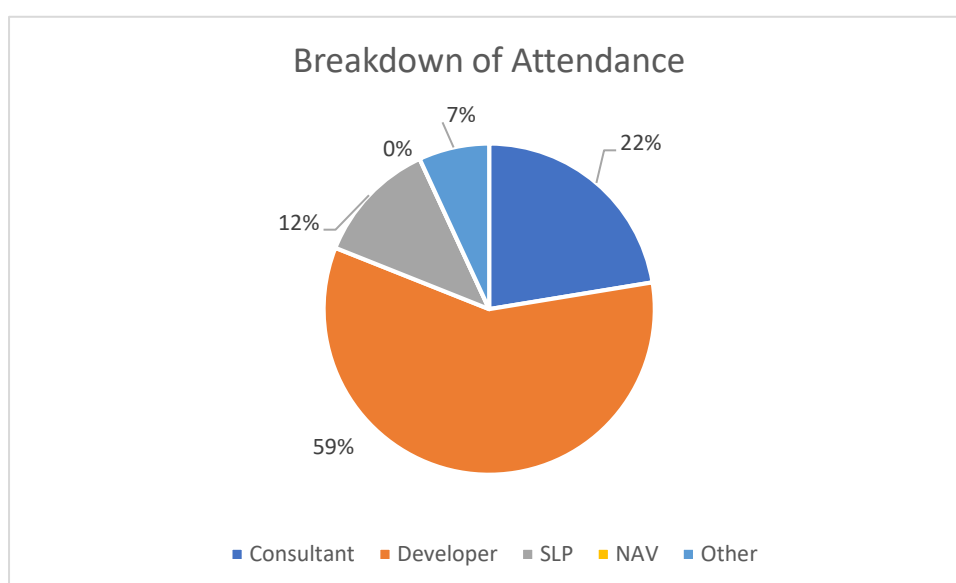


YorkshireWater

Session attendance

Due to current circumstances our 2nd New Connections Charging Arrangements 2021/22 Customer Consultation was held virtually over Microsoft Teams. 222 customers & stakeholders were invited to the session.

Attendee breakdown:



All questions on the following pages were raised by customers at our Customer Consultation session held on 11th December 2020 over Microsoft Teams.

A recording of the session is available to view and will be provided upon request.



Consultation Q&A

Question Raised	Answer
<p>You mentioned the Portal. How do we access this and are there any dedicated training workshops available/planned for developers on how to use this?</p>	<p>Our portal is accessed via this link https://www.yorkshirewater.com/developers/apply-online/</p> <p>The existing portal allows you to apply online. Please have a look and utilise if you can.</p> <p>What we will do is look to publish some form of guidance document in a 'how to' guide for use of the portal as it is today</p> <p>We are currently in the process of developing our scope for a 2nd phase which will include increased self-serve</p> <p>If you want to be involved in developing our portal with us, please contact us.</p>
<p>Do you know how your costs compare with your NAV competitors?</p>	<p>We do not know the level of charges new appointees (NAVs) make for equivalent new connections services. NAVs are not under the same charging rules around publications. It is for NAVs to determine their commercial arrangements with their developer customers.</p> <p>Many NAVs operate across multiple incumbent regions and so face the</p>

	<p>complexity of varied cost levels and charge approaches related to each incumbents activities and charge structures – such as point of connection enquiry fees, infrastructure charges for the incumbents network reinforcement needs, and income offsetting (where these apply).</p> <p>As the incumbent water and sewerage company, we are required to determine our charges to be cost reflective and fair in compliance with the rules Ofwat sets out. To that end we are not trying to set our charges in a particular way in competition with NAV participants, even though we know they do compete with us.</p> <p>Where we apply infrastructure charges fixed on a per property basis evenly across our region for all developer customers, large and very small, SLPs, and NAVs, we expect these to be levied by the NAV to the developer in the main as a pass through. We include in this expectation the benefit of environmental incentives available to customers in the form of discounts we make on our infrastructure charges. However, we do not influence or check that this approach is actioned in practice by NAVs.</p>
<p>Will you be putting forward service level guarantees in line with the increase in costs, as current service levels are not being met</p>	<p>Our measure of service levels will be the industry Service Level measures as published on the Water UK website.</p> <p>You will see a league table published each month that shows the performance of each water company for comparison and</p>

	<p>we will start to publish this on our website as well</p> <p>We will continue to benchmark ourselves against the industry and our target is to be around the industry average during 2021/22</p>
<p>The quality of the response from YW is just as important as the speed of response. There seems to have been a mentality of 'tick boxing' within responses from YW DS. Can you give any assurance that the 'new DS' approach and staff will have in depth training so that they understand the issue in hand are able to give a pragmatic response as part of any SLA?</p>	<p>As well as bringing in additional resources to support our drive to improve the timeframes in which we provide responses to applications.</p> <p>At the same time, we are looking at the quality of work we are undertaking.</p> <p>We will be recruiting a knowledge transfer specialist looking at how we approach the training and up-skilling of our people and processes.</p> <p>Our view is that if we drive an improvement in quality of response then we will naturally see an improvement in SLA response</p> <p>We are also looking to set targets that will measure both quality as well as timeliness. For example, we are setting a target to reduce the number of iterations to approve a S104 design.</p> <p>By taking a proactive approach at first engagement we will reduce the number of iterations and time it takes to complete an approval.</p>
<p>Is the YW infrastructure discount based on the complicated % reduction basis, other Water Co's</p>	<p>The reduction on infrastructure charges will be a percentage reduction on water and foul accepts of the charge, with a total removal of surface water aspect of the charge if applicable.</p>

<p>adopt a much simpler model</p>	<p>We are however looking to make it easier for you, one idea is an online calculator to help you see the potential reduction.</p>
<p>With regards to "investing in people" how far off a full complement of staff within developer services are you? When do you envisage to be at full complement of staff?</p>	<p>We have recruited 12 x colleagues in Developer Services in the last quarter to help us reduce our backlogs and enable us to support customers in recovering from the impact of Covid-19.</p> <p>Following the approval of our improvement plan we are now developing our structure for the future and will bring in more colleagues in the first quarter of 2021.</p>
<p>We have a site where our SLP is asking for a WIAPS accreditation from our groundworks contractor for the laying of the plot service pipes. This is the first I have heard of this. YW do not request this where they carry out ferrule only connections themselves. Is the WIAPS accreditation mandatory?</p>	<p>We are aware that several Water Companies ask for a copy of the WIAPS certificate. Currently we do not ask for this document to be provided for every plot service pipe. It is the responsibility of the Developer to ensure that the works are carried out by competent personnel. It is also the responsibility of the SLP or our contract partner to ensure that before completing and connecting the new system to the existing infrastructure that they are satisfied that the new private works meet the requirements. We may at any point ask for a copy of the WIAPS certificate.</p> <p>Our next SLP meeting is to be held on the 5th February, at this meeting we would be interested to hear from SLP's how you currently manage ensuring that the works meet the specified requirements.</p>
<p>Ever since the Flood & Water Management Act there has</p>	<p>Parts of the Flood and Water Management Act 2010 where not enacted that dealt with</p>

been a desire to incorporate more SuDS but, it has never really happened. What can YW and developers do with LPAs to get some joined up thinking here?

the use and adoption/maintenance of SuDS, and therefore has been little up take nationally. What the industry has considered and revised what can be deemed a sewer. Features such as soakaways infiltration trenches and swales can be a sewer, whereas green roofs and water butts cannot not. This removes one of the biggest blockers to the use of SuDS, adoption. Yorkshire Water can now adopt SuDS/sewers under the Code for Adoption. As this is new regulations, I would suggest joint meeting between Developers, LLFA and YW to explore suitable solutions.

The role of Panel was never well understood, and as the Drainage one has been operating for some time what happens at a typical meeting and what outputs and benefits are visible from having the Panels?

The Codes for Adoption Waste panel was set up to look to review any issues that arise, or changes needed in regards to any aspect of the new Codes which came into play from the 1st April 2020.

The panel was set up to keep the document live and to ensure that developers and or Water Companies could make a request for a change. All changes are requested via a change request form. The request would be reviewed by the group with a recommendation being provided through to OFWAT, who would then make the ultimate decision about the changes to be made.

All documents discussed by the panel are detailed on Water UK's website at:
<https://www.water.org.uk/sewerage-sector-guidance-approved-documents/>

	<p>The codes for Adoption waste panel can be emailed at: sewerageadoption@water.org.uk.</p> <p>Further to the question raised at our webinar, I have posed this question directly to the panel and await their response.</p>
<p>From recent experience on one of our live sites we required confirmation on the next water mains to be laid. I appreciate the challenging times we are in but the phone service quality in terms of reception has been poor with calls cutting off after 30mins of waiting and also during calls. Also once I have filed a chaser on answers I have had to chase your guys daily which is something I shouldn't really be doing. Just don't seem to get any feedback from YW then out of nowhere we will receive information f when the works will be completed - so more re-active instead of pro-active. Will the phone service and feedback/updates from YW be improved?</p>	<p>We have recognised that at times it can take too long to answer in-coming calls from customers and our approved improvement programme will increase the number of phone handlers in the new year.</p> <p>We are also bringing in roles that will provide much more of a pro-active approach to contacting customers on work to be undertaken.</p> <p>Both these activities will significantly improve the existing phone service we are offering</p>
<p>Will Morrisons definitely no longer be the delivery partner on new connections for YW?</p>	<p>We are currently in the middle of a tendering process for a new Service Partner</p>

<p>Are there any plans to get the Planning Teams and S104 Teams within YW talking to each other so that S104 information can be used to discharge planning conditions?</p>	<p>We can always improve communication, however S104 information cannot be used to discharge planning conditions. S104 drawings and approves are based on design specifications, wares as the planning authority agrees the discharge rate. A S104 submission mat receive technical approval but this does not automatically mean it is suitable for planning purposes. This does not mean that we cannot improve communication between our Adoption and Pre-Development Teams to improve the processes to agree adoption and planning. Procedures are being altered to improve communication.</p>
<p>If YW adopt SuDS features, shall there be any commuted sums required?</p>	<p>SuDS features adopted as part of Code of Adoption are deemed sewer and therefore no commuted lump sum is required.</p>
<p>Just a quick question in respect of the now defunct definition of sewer mentioned by Peter and going forward with our appraisals in terms of YW requirement for adoption of green features. We are progressing numerous development appraisals at present and showing storage tank for 1 in 30 and privately managed basin for excess storms however we would prefer to have a larger basin for all events</p>	<p>Borehole information is required, the number of boreholes is dependent on the size of the basin, it would probably be a minimum of 3.</p> <p>If the basin is overlooked, a fence will not be required. If the basin is not overlooked then a 2.8m palisade fence and signage will be required as its an health & safety issue. (this is normally on commercial sites).</p>

therefore what are the requirements now in terms of testing and adoption.

For example –

- 1) Are 3 Boreholes still required and to be monitored for a year to make an informed decision? The issue with these timescales are that vendors wish to sell land now and not wait for the outcome of these tests hence why developers opt for the tank but if everyone knows at day one a basin can be used at day one all developers can bid on the same basis.
- 2) Will fencing be required or again subject to risk assessment on a site by site basin?

Peter stated early dialogue with YW that is understood but at appraisal stage when discussions are ongoing with vendors this is not always achievable until

further down the line when landowners do not want to be chipped in land value for a change in design.

Thank you

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