

## Sewerage Sector Guidance

### Appendix F Levels of Service and reporting requirements

#### F1 Levels of Service

Level of Service Measure	SLA & criteria	Notes	Escalation
Pre-planning application (Stage 1a) – Sewerage Company – <b>SAM – 1/1 – Acknowledgement of receipt &amp; application completeness</b>	Within 7 days of receipt. To review application submission to ensure all relevant details are included or request any specific items that are needed. Full response within 21 days of receipt	To ensure Customer is made aware as early as possible that application is received and any bespoke or special designs require further details or application is incomplete to allow full consideration	Yes
Pre-Design Application (Stage 1b) – Sewerage Company – <b>SAM 1/2– Review Application</b>	14 days to review application and respond	Response to be sent no later than 7 days after meeting or design discussions	
Section 104 application (Stage 2) Sewerage Company – <b>SAM – 2/1 – Acknowledgement of receipt &amp; application completeness</b>	Within 7 days of receipt. To review application submission to ensure all relevant details are included or request any specific items that are needed	To ensure Customer is made aware that application is received and any bespoke or special designs require further details or application is incomplete to allow full consideration	
Full Design review and response (Stage 2) – Sewerage Company – <b>SAM – 2/2 – Review Design Step 1</b>	Full design review of application and respond with formal design response (may be acceptable as per below stage 3 or may be refused) or advice regarding any required design alterations. 28 days from application receipt (this includes the 7 days to acknowledge and review the application for completeness)	This SLA will restart if the above Triage step has requested additional or missing information	Yes
Design Acceptance (Stage 2) – Sewerage Company – <b>SAM – 2/3 – Review Design Step 2</b>	Issue formal technical acceptance of proposed adoptable network design, including calculations and summary of required inspection fees and Bonding levels – a further 14 days from receipt of additional information or design alterations	Will be included as part of the above response at Step 1 if no additional info or alterations are requested	Yes

Execute Adoption Agreement (Stage 3) – Sewerage Company – <b>SAM – 3/1 – Update draft Agreement</b>	Issue draft Agreement to Customer for signing. 14 days after receipt of inspection fees, coloured plans and all required legal & land matter details	Customer advised at early stage of any legal/land requirements	
Customer notifies of construction start date and requests inspections (Stage 4) – Sewerage Company – <b>SAM – 4/1 Inspections &amp; construction period</b>	Plan start up meeting and inspection regime. 1 <sup>st</sup> inspection undertaken within 14 days of request	Customer to give as much notice as possible	
Construction complete (Stage 5) - Sewerage Company – <b>SAM – 5/1 request for pre maintenance inspections</b>	Undertaken within 14 days from receipt of request	Customer to provide as built for inspection purposes	
Issue pre maintenance certificate/Provisional Certificate (Stage 5) - Sewerage Company – <b>SAM – 5/2 – Construction is substantially complete</b>	7 days from confirmation that all construction works are satisfactory (or remedial works complete) and receipt of as built and CCTV survey	Standard maintenance period to be 12 months	N/A
Issue Vesting Certificate (Stage 6) – Sewerage Company – <b>SAM – 6/2– Vest Sewers</b>	7 days from confirmation that all construction works are satisfactory (or remedial works complete) and all legal & land matters are complete		Yes

## F2 Reporting Requirements

Process/Document Name	Description	Location of Publication	Frequency of Publication
Levels of Service	A set of metrics produced to measure Sewerage Company service levels.	Water UK/central website	Minimum quarterly
Local Practices	Where there is a deviation from the national standards, the Sewerage Company will publish their local practice/s and an annual report setting out any agreed deviations from the Sewerage Sector Guidance or the Model Sewerage Adoption Agreements, for the preceding twelve-month period (from 1	Sewerage Company website	Minimum annually

	April – 31 March). The annual report must, as a minimum, include details of the number of deviation agreements entered into under paragraphs 5.1.2 and 5.2.2 of the Code; the nature and categories of deviations agreed; and any other detail as may be specified by Ofwat from time to time.		
Procedures	Process flowcharts for sewerage adoption	Water UK/Central website	Minimum annually
Minimum Information Checklist	The minimum information requirements of each party at each stage of each procedure, and which may include template forms if necessary.	Water UK/Central website	Minimum annually
Local design guidance	Document that lists equipment requirement, construction and asset standards where permitted by the DCG.	Sewerage Company website	Minimum annually
Technical Standards/Requirements	Sewerage Company to publish a document for outlines technical requirements that are out of scope of the DCG	Sewerage Company website	Minimum annually

## Version Control

Version Number	Date	Change Purpose	Author
1.0	25 October 2019	Approved by Ofwat	Water UK