

## Water UK LoS System

### NAV metrics (version 1)

These metrics have been developed by a group of water companies and NAVs. Water companies have agreed to comply with these with effect from 1 April 2020. Public reporting on compliance will follow although for technical reasons these cannot currently be reported as part of the current Water UK LoS system.

The metrics descriptions are detailed below. Also shown in the table is reference to the comparable Developer Services and Self-Lay metrics. A day is a calendar day, as in the existing Water UK LoS system.

Metric		Description	Comparable metric <sup>1</sup>
WN1.1	% of confirmations issued to the applicant within target period	A written confirmation of the site status will be issued within a period of 21 days commencing on the day after receipt of the enquiry.  This SLA will run in parallel to subsequent metrics.  NB. Report on per application not per plot basis.	W1.1
WN2.1	% of written acknowledgements of a bulk water supply application issued within target period	A written acknowledgement of the bulk water supply application will be issued within a period of 5 days commencing on the day after receipt of the application confirming either that the application is complete or, if not, requesting the missing information and/or any required payment.  NB. Report on per application not per plot basis.	W2.1/W19.1
SN2.1	% of written acknowledgements of a bulk discharge application issued within target period	A written acknowledgement of the bulk discharge application will be issued within a period of 5 days commencing on the day after receipt of the application confirming either that the application is complete or, if not, requesting the missing information and/or any required payment.  NB. Report on per application not per plot basis.	S2.1
WN2.2	% Bulk supply offer letters issued to the applicant within target period	A bulk water supply offer will be issued to the NAV within a period of 28 days commencing on either i) on the day after receipt of the full application, or ii) in an incomplete application and/or no payment has been received with the application,	W3.1/W6.1 DS W3.1 DS W7.1

<sup>1</sup> Existing Water UK Developer Services Levels of Service measures  
<https://developerservices.water.org.uk/public/report/83/q1-2019-20>

		<p>on the day after the required information and payment has been received.</p> <p>An application is full when all of the published NAV requirement information has been received.</p> <p>As part of the written terms, the incumbent will provide the following information as a minimum:</p> <p>Proposed Development - Confirmation of bulk service requirement including build rate, peak flow rate, etc.</p> <p>Services - Confirmation of services and available capacity.</p> <p>Connection - Details of permanent point of connection and connection costs. Details of temporary arrangements, such as temporary capacity constraints, temporary points of connection and indicative information on any reinforcement work required.</p> <p>Commercial terms and conditions - Applicable infrastructure charges, bulk charges and link to standard bulk agreements.</p> <p>If existing appointees believe the work needed to meet the network information timeframe will exceed 28 days, they must inform the applicant and Ofwat as early in the process as is possible with reasons for believing the timeframe may not be met.</p> <p>NB. Report on per application not per plot basis.</p>	
SN2.2	% Bulk discharge offer letters issued to the applicant within target period	<p>A bulk discharge offer will be issued to the NAV within a period of 28 days commencing on either (i) on the day after receipt of the full application, or (ii) in an incomplete application and/or no payment has been received with the application, on the day after the required information and payment has been received.</p> <p>An application is full when all of the published NAV required information has been received.</p> <p>The incumbent will provide the following information as a minimum:</p>	n/a

		<p>Proposed Development - Confirmation of bulk discharge requirement.</p> <p>Services - Confirmation of services and available capacity.</p> <p>Connection - Details of point of discharge and discharge costs. Details of temporary arrangements and indicative information on any reinforcement work required.</p> <p>Commercial terms and conditions - bulk charges and link to standard bulk agreements</p> <p>If existing appointees believe the work needed to meet the network information timeframe will exceed 28 days, they must inform the applicant and Ofwat as early in the process as is possible with reasons for believing the 28 day timeframe may not be met.</p>	
WN3.1	% Bulk water supply agreement signed and issued to the applicant within target period	<p>A standard bulk water supply agreement will be issued to the NAV within a period of 28 days commencing on either (i) on the day after written acceptance from the NAV of the bulk service offer, or (ii) on the day after agreement of non-standard terms.</p> <p>NB. Report on per application not per plot basis.</p>	n/a
SN3.1	% Bulk discharge agreement signed and issued to the applicant within target period	<p>A standard bulk discharge agreement will be issued to the NAV within a period of 28 days commencing on either (i) on the day after written acceptance from the NAV of the bulk service offer, or (ii) on the day after agreement of non-standard terms.</p> <p>NB. Report on per application not per plot basis.</p>	n/a
WN3.2	% of written acknowledgements of receipt issued within target period	<p>A written acknowledgement will be issued to the NAV within a period of 5 days commencing on the day after receipt of the signed bulk supply agreement.</p> <p>NB. Report on per application not per plot basis.</p>	W25.1

SN3.2	% of written acknowledgements of receipt issued within target period	<p>A written acknowledgement will be issued to the NAV within a period of 5 days commencing on the day after receipt of the signed bulk discharge agreement.</p> <p>NB. Report on per application not per plot basis.</p>	n/a
WN4.1	% of main laying schemes constructed and commissioned within the target period	<p>A NAV may ask the Incumbent to construct and commission the water main between the NAV site boundary and the Incumbents PoC as agreed in the Bulk Agreement. This work will be completed either (i) within a period of 90 days commencing on the relevant day, or (ii) no later than on the date agreed with the NAV.</p> <p>Any agreement must be confirmed in writing with the applicant by letter or email.</p> <p>The construction and commissioning of the new water main is completed when the new water main is under pressure from the company's network.</p> <p>The relevant day is when an undertaking under S44 of the Water Industry Act 1991 signed by the NAV and a valid security have been received.</p> <p>Where the site has multiple bulk connections, this service level is applied separately in respect of each individual bulk connection on a development site.</p> <p>The target period may be extended by agreement with the NAV. However, a lack of resource by the water company is not a valid reason for an extension.</p>	W8.1
SN4.1	% of main laying schemes constructed and commissioned within the target period	<p>The construction and commissioning of the sewer will be completed either (i) within a period of 180 days commencing on the relevant day, or (ii) no later than on the date agreed with the developer.</p> <p>Any agreement must be confirmed in writing with the applicant by letter or email.</p> <p>The construction and commissioning of the new sewer is completed when the new sewer is</p>	

		<p>effectively connected to the company's network. The relevant day is when an undertaking under S98 of the Water Industry Act 1991 signed by the NAV and a valid security have been received.</p> <p>Where the site has multiple bulk discharge connections, this service level is applied separately in respect of each individual bulk connection on a development site.</p> <p>The target period may be extended by agreement with the NAV. However, a lack of resource by the water company is not a valid reason for an extension.</p>	
WN4.2	% of testing supplies provided within target period	Where the NAV is responsible for the construction of the off-site main between the NAV site boundary and the incumbent's PoC as agreed in the Bulk Agreement. The incumbent will provide a source of supply for pressure and bacteriological testing within either (i) 28 days commencing on the day after receipt of request or (ii) such longer period as may be agreed with the NAV where there are engineering difficulties/requirement for offsite reinforcement/schedule 13 Water Industry Act 1991 constraints or where the NAV requests an extended period.	W26.1
WN4.3	% of permanent supplies made available within the target period	Provide a permanent supply connection within 14 days following written confirmation from the NAV of satisfactory pressure and bacteriological testing of the NAV mains.	W27.1

As a principle, the indicative timings set out above and associated SLAs are designed to be back stop dates. Companies should aim to provide response as soon as possible within the timeframe suggested.

Water UK  
19 February 2020