

1 Introduction

This position is intended to provide clarity to developers and others working to provide new housing development on the response they can expect from their local water or water and sewerage company (which we refer to as “water companies”) to requests for new connections services. This covers both mains laying and service connections for new development.

2 Principles

2.1 Range of services

- 2.1.1 Water companies will continue to offer the full range of services that were offered before the current crisis, unless otherwise indicated on their websites.
- 2.1.2 Where any company’s operational requirements do not allow a full service to operate, they will also indicate when they intend to do so or the conditions that would need to be fulfilled to allow this to happen (e.g. further guidance from government).
- 2.1.3 Similarly, if companies experience temporary disruptions to the availability of services it will be publicised on the relevant individual company website.

2.2 Performance levels

- 2.2.1 Water companies will endeavour to meet both statutory and voluntary service level requirements, including those specified for D-MeX and in the Water UK LoS system.
- 2.2.2 LoS targets will remain in place notwithstanding possible shortages of labour or other reasons internal to companies or their supply chain partners.
- 2.2.3 Where a site is not open to allow a service to be performed or where there are third party constraints on performing services (e.g. Highways Authorities), any resultant failure to perform in accordance with target levels of performance will not be considered a failure to meet the relevant target.
- 2.2.4 Equally, where developers or others acting on behalf of customers seek a re-scheduling of planned activity, this will not be considered a failure to meet the pre-existing target.

3 On-site practices

- 3.1 Where services are being provided on a developer's site, water companies will work within government guidelines and will take account of relevant supporting advice, including that published by Public Health England and by the Construction Leadership Council.
- 3.2 Water companies will also work to agree site requirements with individual developers where these are additional to the guidelines referred to above.
- 3.3 Water companies will ensure that company staff dealing with individual developers are aware of their companies' policies and practices in response to Covid-19.

4 Publicity

This statement has been prepared by Water UK on behalf of its members and has been provided to the HBF and HBA for them to circulate to their members.

Water UK

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