

## Our Commitment

We are committed to delivering a high level of service to all NAVs and their customers.

We aim to:

- ensure NAV's are treated fairly and that any confidential information is handled appropriately to avoid any undue preference being shown.
- there is segregation between teams delivering services on behalf of the NAV and those who may be delivering services directly to the Developer.
- we provide a dedicated account manager to each NAV to assist both the connection and application stages of the enquiry.
- we work to industry service standards or where applicable, internal performance standards designed to provide industry leading levels of service.

Wessex Water encourages early engagement in order to address any issues that may arise during the planning/construction process.



Andy Pymer  
Managing Director

## Our Delivery Targets

The table below outlines the stages of the application process. The target delivery days represent industry best practice, where information pertaining to the application site already exists within our system, we will not unduly delay your application and will endeavour respond in as short a timescale as possible.

It may be the case that work streams will run in parallel e.g. eligibility and pre-planning report. The table should be interpreted as a suite of tasks rather than a linear flow of work, the extent of the overlap largely reliant on the instruction received by the Customer.

Key Process	Process Description	Target
Site Status	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.	21 Days
Acknowledgement of bulk supply application	A written acknowledgement of the bulk water/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.	5 Days
Bulk Supply Offer Connection/Discharge	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, on the day after the required information and payment has been received.  An application is full when all of the published NAV requirement information has been received.  As part of the written terms, the incumbent will provide the following information as a minimum:	28 Days

	<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>	
Bulk Supply Agreement	<p>A standard bulk water/discharge supply agreement will be issued to the NAV within a period of 28 days commencing on either</p> <ul style="list-style-type: none"> <li>i) on the day after written acceptance from the NAV of the bulk service offer, or</li> <li>ii) on the day after agreement of non-standard terms.</li> </ul>	28 Days
Acknowledgement of Signed Agreement	<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>	5 Days
Water Main Laying Schemes	<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</p> <ul style="list-style-type: none"> <li>(i) within a period of 90 days commencing on the relevant day, or</li> <li>(ii) no later than on the date agreed with the NAV.</li> </ul> <p>Any agreement must be confirmed in writing with the applicant by letter or email.</p>	90 Days

	<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.</p>	
Sewer Schemes	<p>The construction and commissioning of the sewer will be completed either</p> <ul style="list-style-type: none"> <li>(i) within a period of 180 days commencing on the relevant day, or</li> <li>(ii) no later than on the date agreed with the developer.</li> </ul> <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 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.</p>	180 Days
Testing of Supplies	<p>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</p> <ul style="list-style-type: none"> <li>(i) 28 days commencing on the day after receipt of request or</li> </ul>	28 Days

	(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.	
Commissioning	Provide a permanent supply connection within 14 days following written confirmation from the NAV of satisfactory pressure and bacteriological testing of the NAV mains.	14 Days