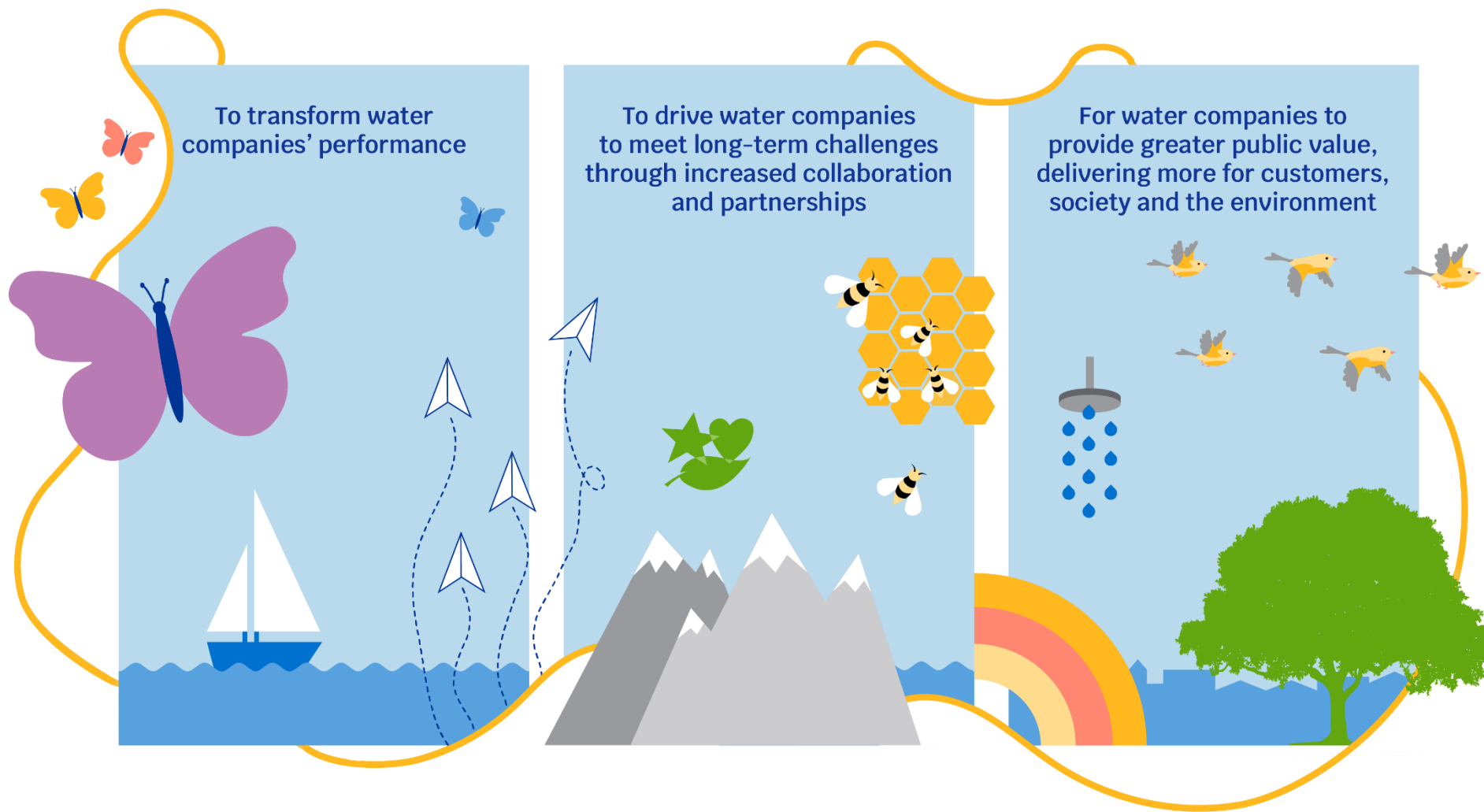


# HBF Technical Conference

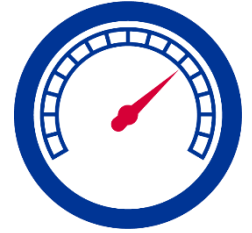
Emily Bulman, Director, charging & developer services markets  
9 November 2021



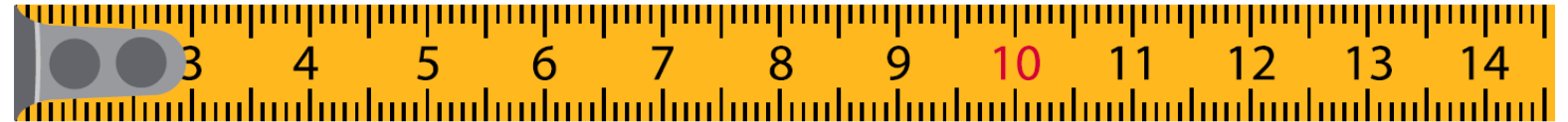
# Our strategic goals



# Transforming company performance: D-MeX



# Transforming water companies' performance



D-MeX is the developer measure of experience. It looks at the experience for developer services customers, such as property developers requesting a new connection

**D-MeX**

A company's D-MeX score is determined by::

Feedback from a regular qualitative satisfaction survey



A quantitative measure of water company performance against a set of key metrics



Accent report: Customer measure of experience (C-MeX) and developer measure of experience (D-Mex)  
2020-21 publications 5 October 2021

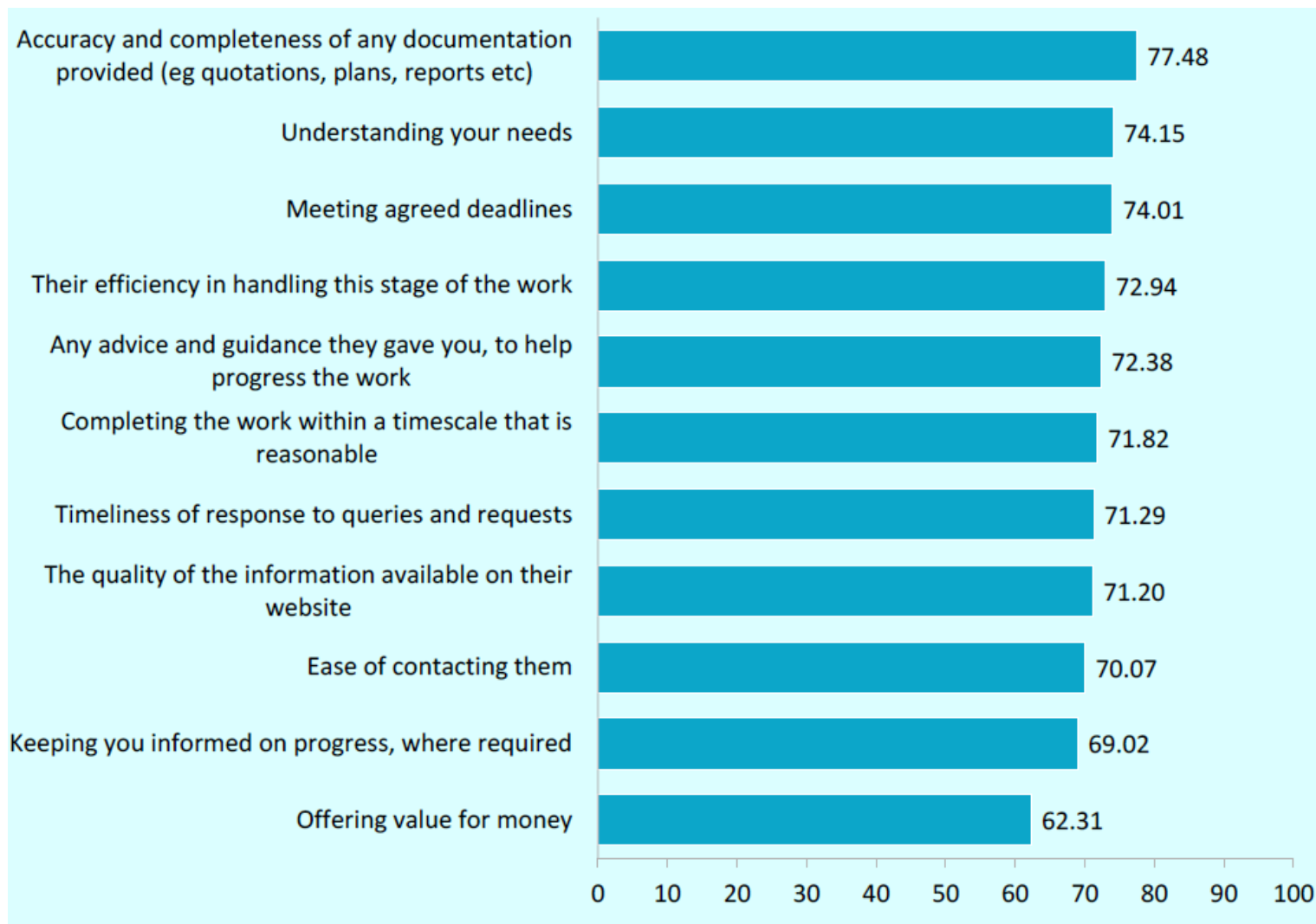
# D-MeX league table and company movement

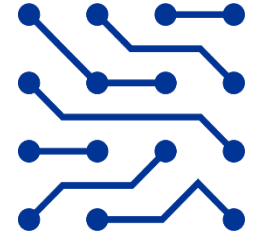
D-MeX 2020/21

Rank	Company	Payment (£m)	Shadow Year Rank
<b>1</b>	<b>Severn Trent Water</b>	3.881	4
<b>2</b>	<b>Wessex Water</b>	0.698	<b>2</b>
<b>3</b>	<b>Portsmouth Water</b>	0.099	<b>1</b>
4	Hafren Dyfrdwy	0.035	13
5	United Utilities	1.053	7
6	Anglian Water	1.175	5
7	Northumbrian Water	0.354	<b>3</b>
8	Bristol Water	0.055	8
9	South West Water	0	6
10	Affinity Water	-0.094	<b>16</b>
11	South Staffs Water	-0.073	11
12	Dŵr Cymru	-0.354	9
13	South East Water	-0.239	10
14	Thames Water	-1.861	12
<b>15</b>	<b>Southern Water</b>	-1.033	14
<b>16</b>	<b>Yorkshire Water</b>	-2.884	<b>17</b>
<b>17</b>	<b>SES Water</b>	-0.344	<b>15</b>



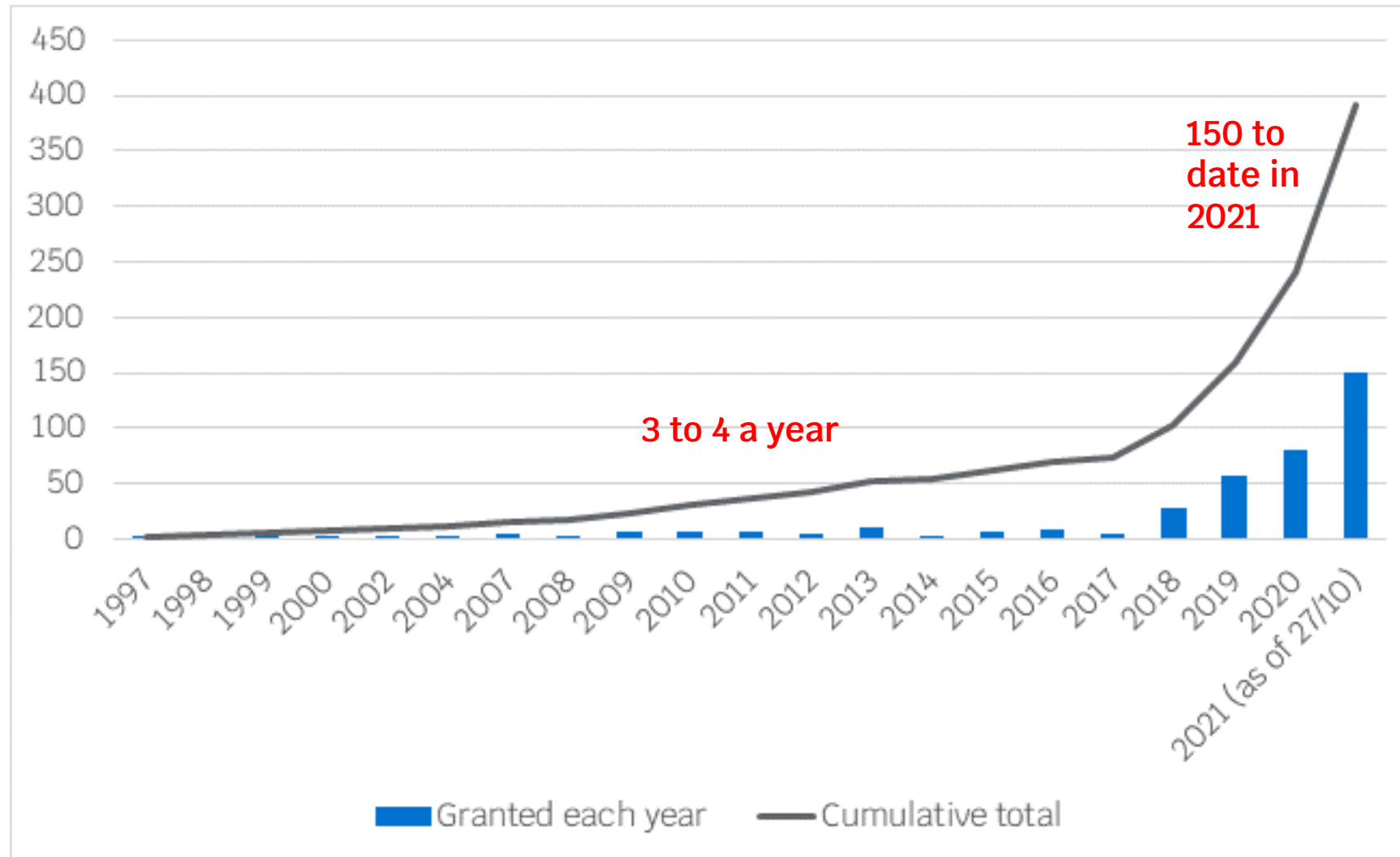
# Satisfaction ratings with aspects of service





# Giving developers choice: NAVs and SLPs

## Number of new appointments and variations (NAVs) granted





**Water neutrality and NAV sites  
Water Breakthrough Challenge  
Winner £2.9million  
(announced September 2021)**

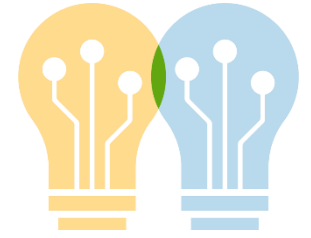
Affinity Water and its partners will do this by installing water saving devices in homes and larger technologies on commercial buildings like schools and leisure centres

Ofwat has established a £200 million Innovation Fund  
<https://waterinnovation.challenges.org/>



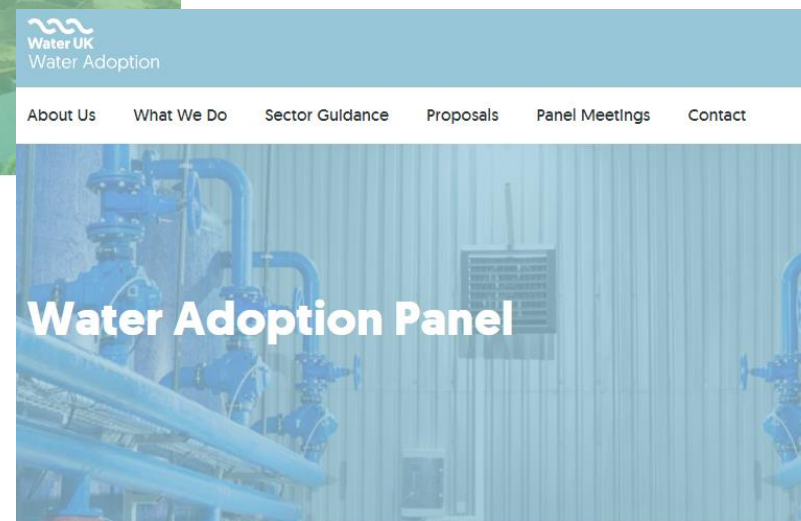
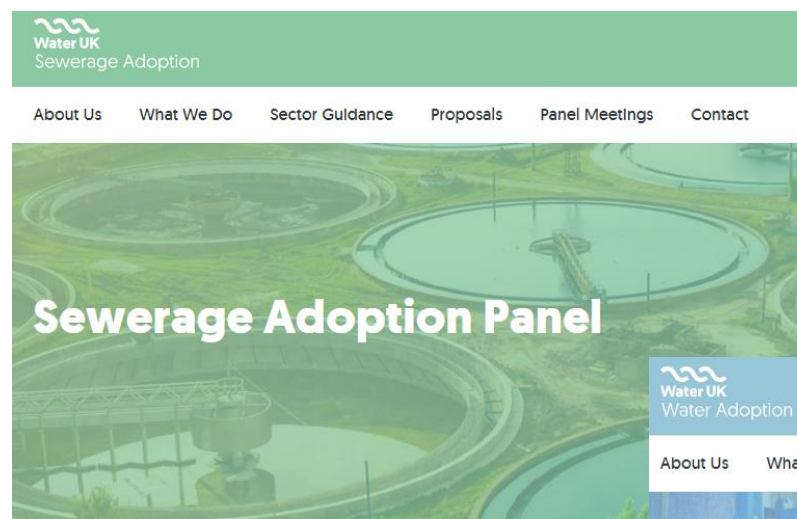
Project partners: Affinity Water, Albion Water Limited, Aquality Trading & Consulting Ltd, BUUK Infrastructure UK No 2 Ltd, Grapviners Ltd, H2OiQ Ltd, Hydraloop International, Propelair – Phoenix Product Development Ltd, SDS Ltd, Skewb.

Making improvements  
through collaboration



# Collaboration during 2021

- ❑ Introducing consistent terminology for developer charges
- ❑ Water industry working group on bulk charges for NAVs





# New connection charges

Reflecting cost, supporting choice and  
incentivising developers

# Next year's charging arrangements for English water companies

- ❑ Introducing consistent terminology, and strengthening worked examples
- ❑ New cost-reflectivity principle
- ❑ Greater focus on environmental incentives

## Welsh water companies

We are deferring introducing charging rules to **1 April 2023** to allow water companies to undertake more engagement with stakeholders.

## Our general charging principles

- fairness and affordability
- environmental protection
- stability and predictability
- transparency and customer-focused service

# Regulation of developer services for 2025 and beyond

## Price Review 2024 (PR24)

Gathering data about developer services

Approach to regulation of developer services

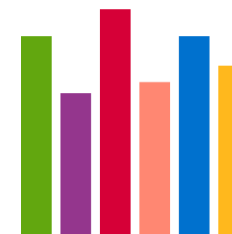
[Price Review 2024 \(PR24\): Creating tomorrow, together](#), May 2021

## Charges (English companies)

End customers do not fund companies' costs that are incurred as a consequence of new developments or vice versa.

- ☐ Remove pegging to pre-2018 levels
- ☐ Discounts or surcharges have clear rationale – disallow income offset
- ☐ Further consideration of implementation

[Scope and balance of developer charges and incentives – conclusions](#), October 2021





Meeting long term  
challenges

# Meeting long term challenges



Water companies offering  
**discounts for water efficiency  
and sustainable drainage**



**FUTURE HOMES  
TASK FORCE**

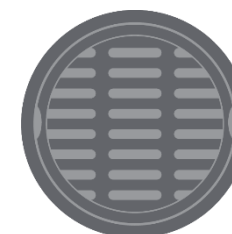
[www.futurehomes.org.uk](http://www.futurehomes.org.uk)

## Emerging and evolving issues

Combined sewer overflows

Water neutrality

Nutrient neutrality





# Thank you

