



Developer Day Water Update

Building a greener future for the North West

Making it easier for you to get in touch...

It's now easier to get in touch with the right person to talk about your application or development...

Self-Lay team
0345 026 8989
(Option 1)

Water Mains Laying
0345 026 8989
(Option 2)

**Data Audit Team (Meters &
Trackers for Self-lay)**
0345 026 8989
(Option 3)

**Wastewater Sewer
Adoptions Team (S104
Enquiries)**
0345 026 8989
(Option 4)



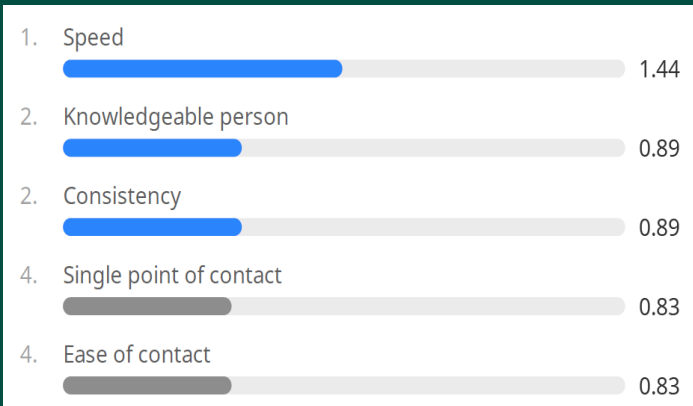
0345 026 8989

If you are a SLP or Developer please remove Developer Services water number and replace with the new one

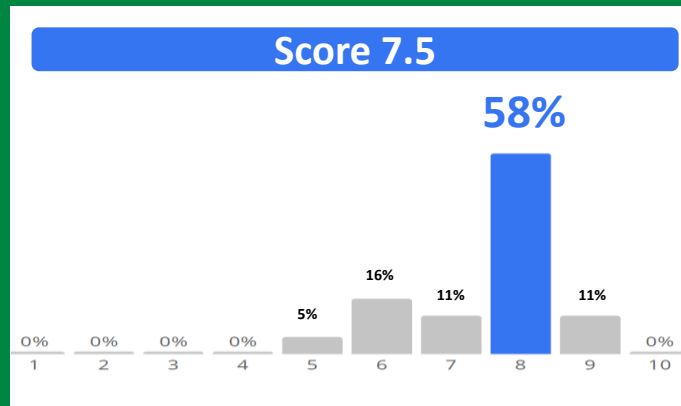
You said, we are progressing

Responding to feedback from our last Technical Forum...

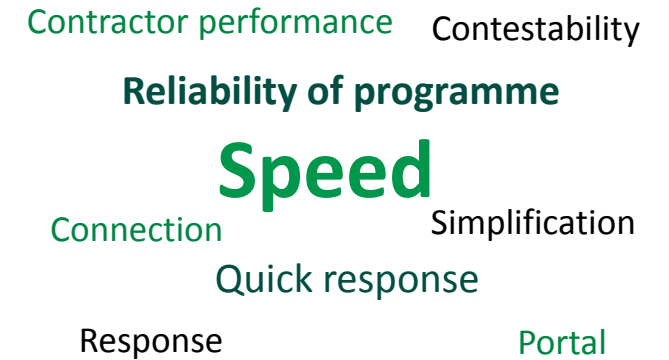
Rank the top 3 things that are most important to you in terms of service?



How satisfied are you with the overall service UU provide out of 10?



What is the one thing you would like UU to focus on to improve the service we provide?



Applications to self lay service connections

As from **1st January**, we increased the number of contestable activities that SLPs can carry out – **including self laying service connections**.

What does this mean for you?

- You'll need to ensure you're Lloyd's Register accredited for **construction** and Water Design, or use a WIRS accredited Water Designer, before you apply
- There are also some specific technical criteria your application needs to meet

- 9 Whole site from Branch to meter fitted done all by the SLP, no construction involvement from United Utilities

?

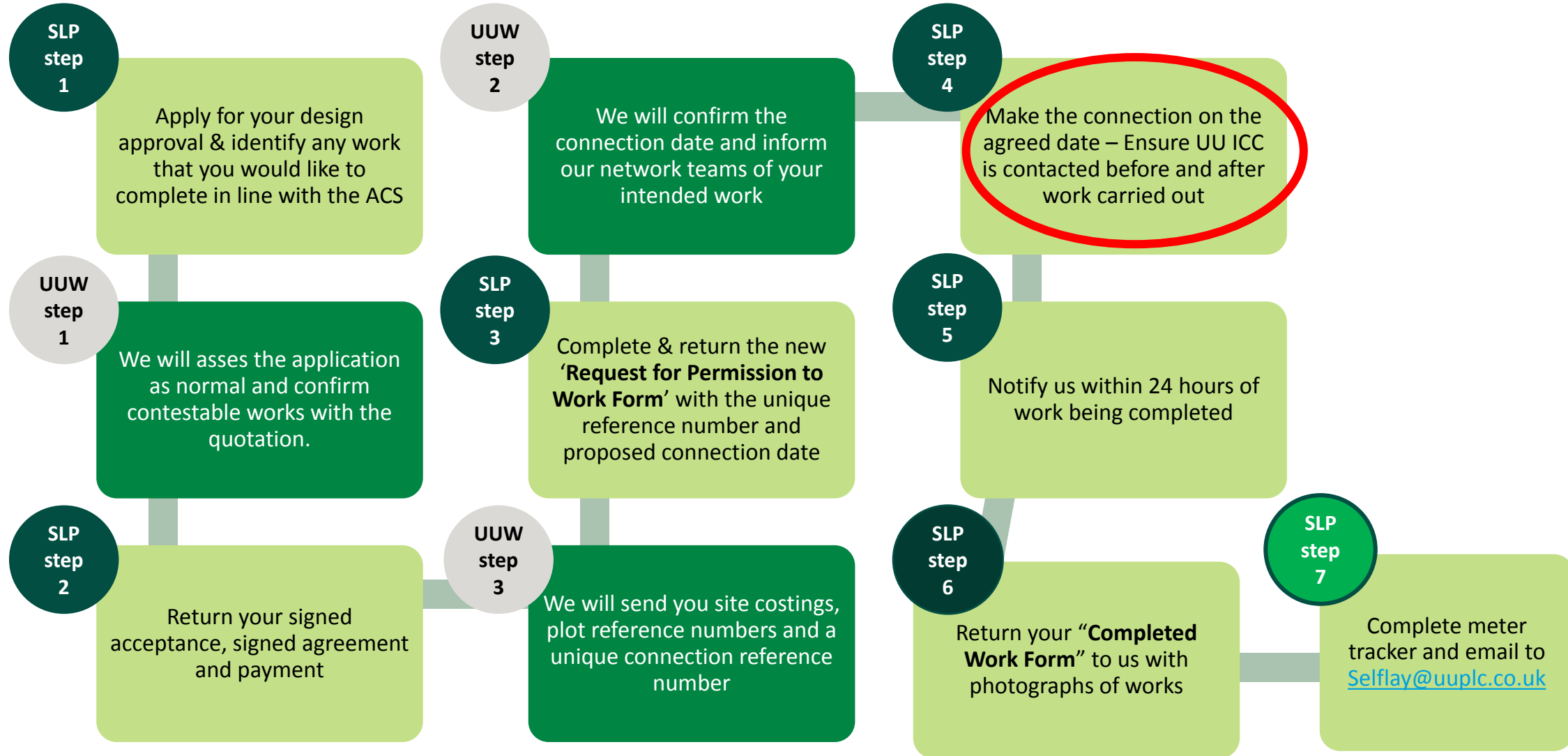
What is the Lloyd's Register?

Lloyd's Register operate the Water Industry Registration Scheme (WIRS) on behalf of water utility companies and the WIRSAE accreditation on behalf of Market Operator Services Ltd (MOSL) and water wholesalers.

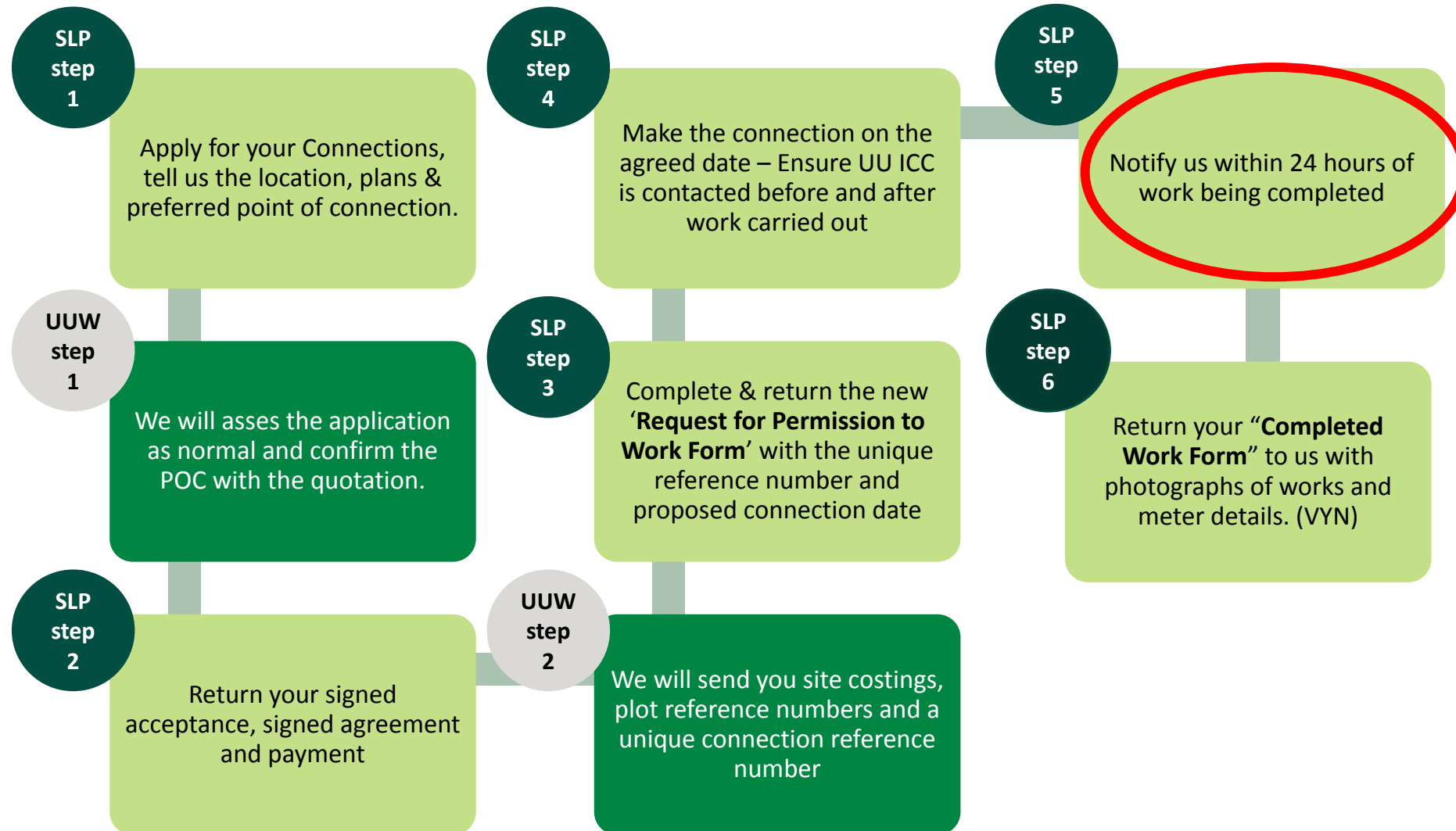
A WIRS accredited self-lay organisation may perform works on the connection of water mains and supplies to a property, dependent on the status and scope of accreditation.



Contestable branch connections – What's the process?



Service connections to Existing – What's the process?



Introducing our Developer Services Inspectors (DSI)

We have now had our team on the ground and some of you may have already saw them at your developments. Before we adopt clean water assets into our network, we have now started to carry out a series of checks to ensure that they're in great shape. These checks are really important and help us to ensure that we're **adopting reliable assets** that will continue to **serve our customers for many years** and can be **easily maintained and repaired**.

Since October 2021, we've had a full compliment of DSI covering the North West. We have now gathered evidence of what standards our DSI are coming across when completing these site visits and share these findings with you:



Right first time – minimal disruption



Future resilience for customers



More opportunities to share best practice



System in place to capture and share good/bad defects with Vyn

How are our improvements progressing?

To bring our plans into reality, we need to ensure we've got the right processes with a robust plans to rectify any problems.

We're currently working through the defect reporting process: **APPENDIX: 11 ADOPTION AND DECLARATION OF VESTING**



Developer Services Inspectors (DSIs)

Will provide you with appointments for site visits for pipe inspections. They will also be carrying out unscheduled site visits to capture information for Vesting and supporting you along the way



Vesting

The DSI will share with you from their first visit evidence of the visit and if further work will be required for UU to adopt. This notice will start our defect reporting, giving you time to make any amendments to the assets as outstanding defects will delay the adoption



Final walk off

Will be with you and our Water Network team consisting of a TSO or NT, our Construction Engineer and the relevant DSI, making the process much slicker for us to adopt as we have been with you throughout the development journey, rectifying any issues along the way.

Self-lay performance update

Highlights of 2022

93%

Average rate of compliance

Over the previous 3 months of Q1 the average rate of compliance for reporting remained at 93% - The same rate as Q4 2021

9

100% Compliant

In Q1 9 SLPs have maintained 100% compliance – Year on Year this is a marked increase on the same period last year

3,532

Q1 - Connections by SLP

3,532 connections were reported to us over the previous financial quarter– on average, the majority of these maintained at least a 5 day turn around on reporting these to us via Water Trackers.

If you have experienced delays in getting meter installs and are still outstanding, please contact DeveloperHandover@uuplc.co.uk and we will arrange for these to be fitted ASAP

Self Lay Performance update - continued

Despite the great improvements we have seen from last year onwards there's still much more to do.

With your support we can achieve 100% compliance and by completing our routine checks we can ensure we're **adopting reliable assets** that will continue to **serve our customers for many years** and can be **easily maintained and repaired**.

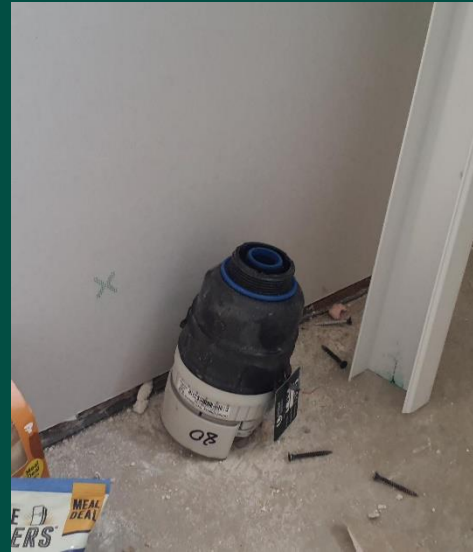
Evidence gathered where issues still remain for defects



Chamber needs clearing out



Covered SV to expose



Unattached meter



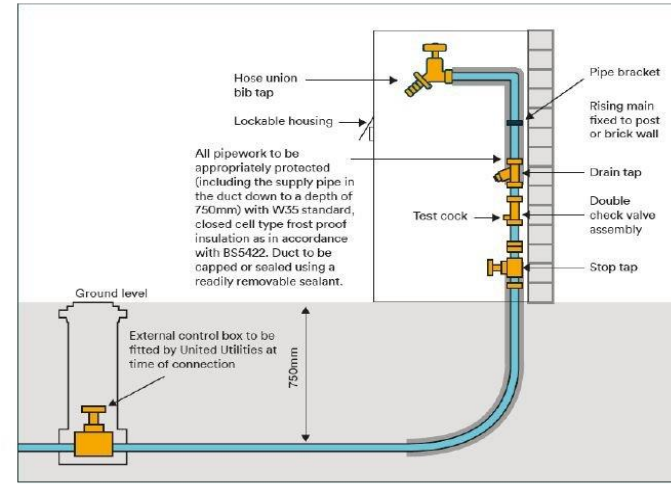
Incomplete work



Pipework not ready

Understanding water quality

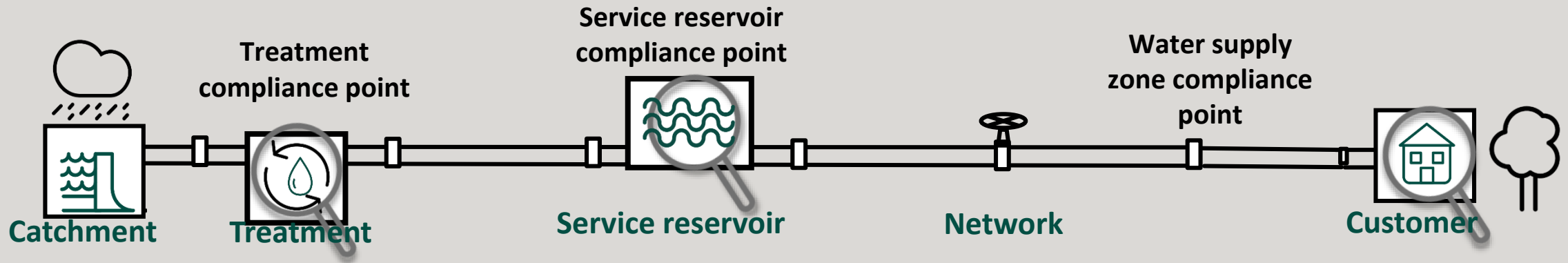
- **Our regulatory obligations as a water undertaker**
- United Utilities has a statutory duty to supply 'wholesome' water.
- Water supplies provided for **human consumption** (which includes cooking, drinking, food preparation and washing) and to premises where it is used for food production must meet the wholesomeness requirements.
- The wholesomeness requirements are defined in the Regulations*.
- A water undertakers compliance with these regulations is regularly reviewed by one of our regulators the Drinking Water Inspectorate.



The supply pipe may not enter a building, therefore a suitable bracket with a lockable box surrounding the supply must be provided. The supply should incorporate the fittings detailed in the diagram on the left.



This is an example of a lockable box referenced in the spec drawing on the left.



*[The Water Supply \(Water Quality\) \(Amendment\) Regulations 2018](#)