

The NAV Application Process

Measuring United Utilities' performance

January 2020

The New Appointment and Variation (NAV) framework allows new companies to enter the water and wastewater wholesale market. New entrants are known as NAVs or 'new appointees' and they have the same responsibilities as existing water companies (like United Utilities).

New appointees need to speak to the existing water company to negotiate a bulk supply, which is the ongoing supply of water and/or wastewater services to the boundary of the new appointee's area. They also need to request that the existing water company provides infrastructure that connects a new appointee's network to the existing water company's network, this is for the bulk water supply to pass through. The existing water company will also provide infrastructure to take used water away from the site. WaterUK has developed service level agreements (SLAs) that existing appointees are measured against when working with new appointees during this process.

This report sets out United Utilities' performance against these SLAs during December 2019.

Our performance in December 2019

We only dealt with one potential new appointee on work that is measurable against WaterUK's SLAs.

The activity relates to us confirming within 21 days the served/unserved status of the site. This means we have to confirm whether we currently provide services to any customers on the site.

We have included the metric references to allow easy comparison to the WaterUK report, where the relevant SLAs are set out in more detail.

WaterUK SLA description	Reference	Quantity	SLA compliance
Incumbent acknowledges receipt of application form and confirms completeness	Metrics WN2.1 and SN2.1	0	n/a
Incumbent provides confirmation of unserved status or identifies served properties	Metric WN1.1	1	100%
Incumbent provides a bulk service offer letter to the applicant	Metrics WN2.2 and SN2.2	0	n/a
Standard bulk service agreement signed	Metrics WN3.1 and SN3.1	0	n/a
Acknowledgement of returned signed agreement	Metrics WN3.2 and SN3.2	0	n/a
Bulk connection payment made by applicant	n/a	0	n/a
Off-site mains construction	Metric WN4.1	0	n/a
Off-site sewer construction	Metric SN4.1	0	n/a
Provision of connection and supply of water for testing	Metric WN4.2	0	n/a
Provision of permanent supply of water	Metric WN4.3	0	n/a

There was no other relevant activity.