

Developer services and metering news

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Issue 7: Spring 2021 our news & your views on what's going on in Developer Services

Welcome to the Spring Newsletter 2021



Gareth Davies - Customer Delivery Manager

Welcome to our Spring Newsletter. I hope this finds you well and keeping busy.

The industry is still very busy considering we have been in and out of lockdown for the past 12 months and during this time we are still seeing a high volume of applications for connection and adoption of water and wastewater assets across the North West, which is great!

We at UU are really keen to support the growth in our area and since starting in this role in December I have been pleased to "meet" many of you virtually and, most importantly, listen to your feedback on the services that we at UU offer. In addition, with the D-MeX surveys introduced this past year, we are now receiving regular detailed feedback from our customers which is invaluable in determining the future services that we can offer to you.

I am pleased and proud to say that most of you are happy with the service we are able to provide but, as with anything, there are always areas where we can improve. This is reflected in our placing of 4th among the water companies in England and, while that is a strong starting position for UU, we are not happy to be 4th and will be continuing to improve the service we offer to you throughout this year and beyond. We are aiming to create single points of contact for each of our customers, a new digital service which will facilitate online applications, extending the contestable work available for our water self-lay customers and giving developers the support they need to put SuDS forward for adoption – so keep an eye out for your invite to future Water / Wastewater Technical Forums where we will be sharing more details in due course. Speaking of Technical Forums, I know many of you have been able to attend this year where we have discussed a multitude of industry and UU-specific topics (some of which we have updates on in this newsletter). If there is anything you would like to see covered in a future technical forum then please let us know and we'll be happy to cover it.

We have received some really good feedback following our recent forums which will go a long way to shaping our future direction so thank you to all who took the time to fill in the surveys.

All the best, Gareth

Charges Update Information

We have simplified our approach to scheme amendments where work has already started on site (new mains laying applications made prior to 1st April 2021). Please visit: <https://www.unitedutilities.com/globalassets/documents/builders-developers-docs/transition-rules2.pdf> for the full information.

Notifying UU of Non-household Meters

It's really important to report non household meters within 24hrs of meter fit. Please make sure they are submitted on the tracker as normal. If you need advice of this process please let us know and we will arrange for one of the team to call you and take you through the process.

Important Information - Self-Lay Mailbox

Effective from 01/04/21 the **SLOWater @ uuplc.co.uk** mailbox will not exist. Any mail sent to this address will not be received by United Utilities. All email correspondence for Self-Lay should be sent to **selflay@uuplc.co.uk**

HOT TOPICS



Changes 1st April

As always the new charges can be found on our website for the new charging year that starts 1st April 2021/2022. <https://www.unitedutilities.com/builders-developers/newconnections-and-developer-services/> If you have any feedback please let us know

#Target100

Changes to the qualifying criteria for the sustainable development scheme 2021. (Target 100) Since 1st April 2018 UU has been encouraging Developers large and small to construct properties which promote a more sustainable use of water. Where qualifying developments can be proven to be constructed to use 110 litres per person per day, or less, we have provided a reduced rate against our Water Infrastructure Charge (as published in our charges scheme). We want to continue promoting sustainable living in the North-West; Therefore the target from 1/4/21 will be 100 litres per person per day.

Code for Adoption Water 1st April 2021

Please note as from the 1st April that all applications for self-lay must have a valid point of connection as per the Code for Adoption - If you submit without a valid POC then this will cause a delay in your application. To see the process click on the link to our website <https://www.unitedutilities.com/builders-developers/self-layproviders/>

SuDS - What's happening

SuDS update:

We now have a region wide dedicated SuDS function in place, If you need advice on any site proposals which incorporate open SuDS features either that are to be offered for adoption or that interact with a traditional adoptable piped network you can complete the S104 pre design application form below and we will be in touch within 2 weeks to discuss the proposals further.

Here's the link: https://www.unitedutilities.com/globalassets/documents/builders-developers-docs/8940b-s104-s104-pre-designapplication-for-adoption-of-new-sewers-v2-web_.pdf

We are also eager to gain feedback on our new detention basinguidance and assessment sheet and are looking for volunteers to help, if you are interested could you please let us know at seweradoptions@uuplc.co.uk

Pipeout - Guidance Booklet

You should have all received a copy of the new guidance booklet which helps you through the pipe installation process and gives some general advice. If you need a copy please ask.

Pipeout Inspection Domestic/Commercial

