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WELCOME

Louise Hunter, Director of Customer and Corporate Services

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Exhibitors and raffle

RAFFLE PRIZE	KINDLY DONATED BY
Hamper	Advanced Water Infrastructure Networks
Experience Day Voucher	Advantage Pumping Solutions
£250 Red Letter Day Voucher	Albion Water
£100 Amazon Voucher	Alconex
4 ball at Wynyard Golf Course	Applebridge
£200 Red Letter Day Voucher	Aptus
3 Course Meal for 2 at The Slug & Lettuce	Atplas
£100 Amazon Voucher	AVK UK and Fusion
£250 Luxury Hotel Stay	Carlow Concrete
£150 Gift Voucher for Ramside Hall Hotel	Energetics – Last Mile

RAFFLE PRIZE	KINDLY DONATED BY
£200 Gift Voucher for Bowcliffe Hall	Fulcrum
Virgin Incentives Voucher worth £300. (One night luxury Lake District Break at The Langdale Hotel and Windermere Northern Lake Cruise for Two)	GreenBlue Urban
£100 John Lewis Voucher	GTC and Independent Water Networks Limited
Ceratherm T25 Dual Shower System	Ideal Standard
£300 Gift Voucher for Slaley Hall	JD Pipes
£100 John Lewis Voucher	Leep
£150 M&S Voucher	Plasson
£150 John Lewis Voucher	Prolectric
£250 Red Letter Day Voucher	SDS Infrastructure
£150 John Lewis Voucher	Stormsaver

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OUR PLAN FOR TODAY

Agenda

TIME	SESSION
9.30am	Welcome from Louise Hunter, Director of Customer and Corporate Services, NWG
9.45am	Keynote speech from Tim Crawshaw, North East Representative and Former President of the Royal Town Planning Institute followed by Q&A
10.15am	Supporting sustainable growth with updates from: • Sarah Bowerman, Local Planning Liaison Officer, NWG • Kate Stobbs, Account Manager, NWG • Laura Mollon, WINEP Strategy Manager, NWG • John Douglas, Network Analysis Manager, NWG
10.45am	Refreshments **Please note we'll be observing a two-minute silence for Remembrance Day at 11.00am and will be calling everyone back to tables at 10:55am.**
11.02am	Guest Speaker: Ofwat with Phill Dixon, Head of Developer Services, Ofwat followed by Q&A
11.15am	Developer Charges: Looking ahead with Tim Norton, Developer Services Regulations & Compliance Manager, NWG
11.35am	Right First Time: Working together for faster delivery with Mark Johnson, Customer Team Manager, NWG
12.15pm	Networking with Exhibitors and 'Ask the Expert'
1.00pm	Lunch
1.45pm	Reflections and raffle with Louise Hunter, Director of Customer and Corporate Services, NWG
2.15pm onwards	Networking with Exhibitors and 'Ask the Expert'

THANK YOU

Remembrance Day



WATER & DEVELOPMENT

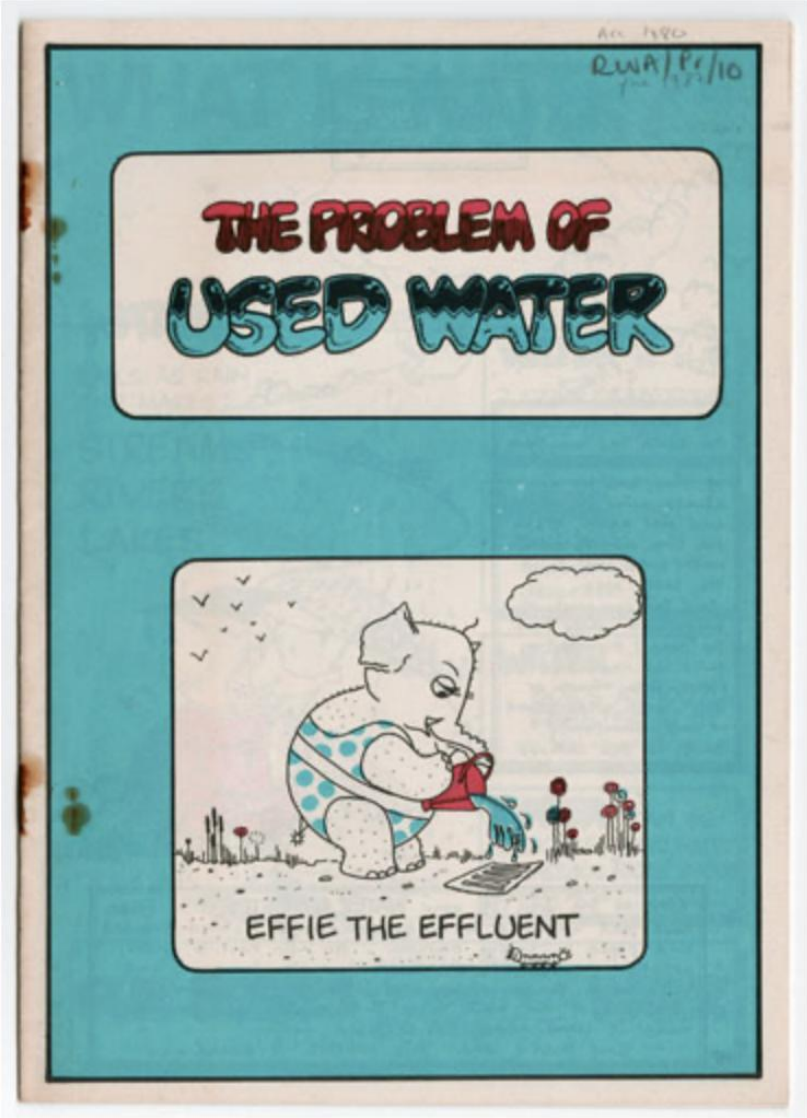
Unlocking sustainable growth

Tim Crawshaw MiED MCIAT MRTPI FRSA,
North East Regional Secretary and Former President of the Royal Town Planning Institute

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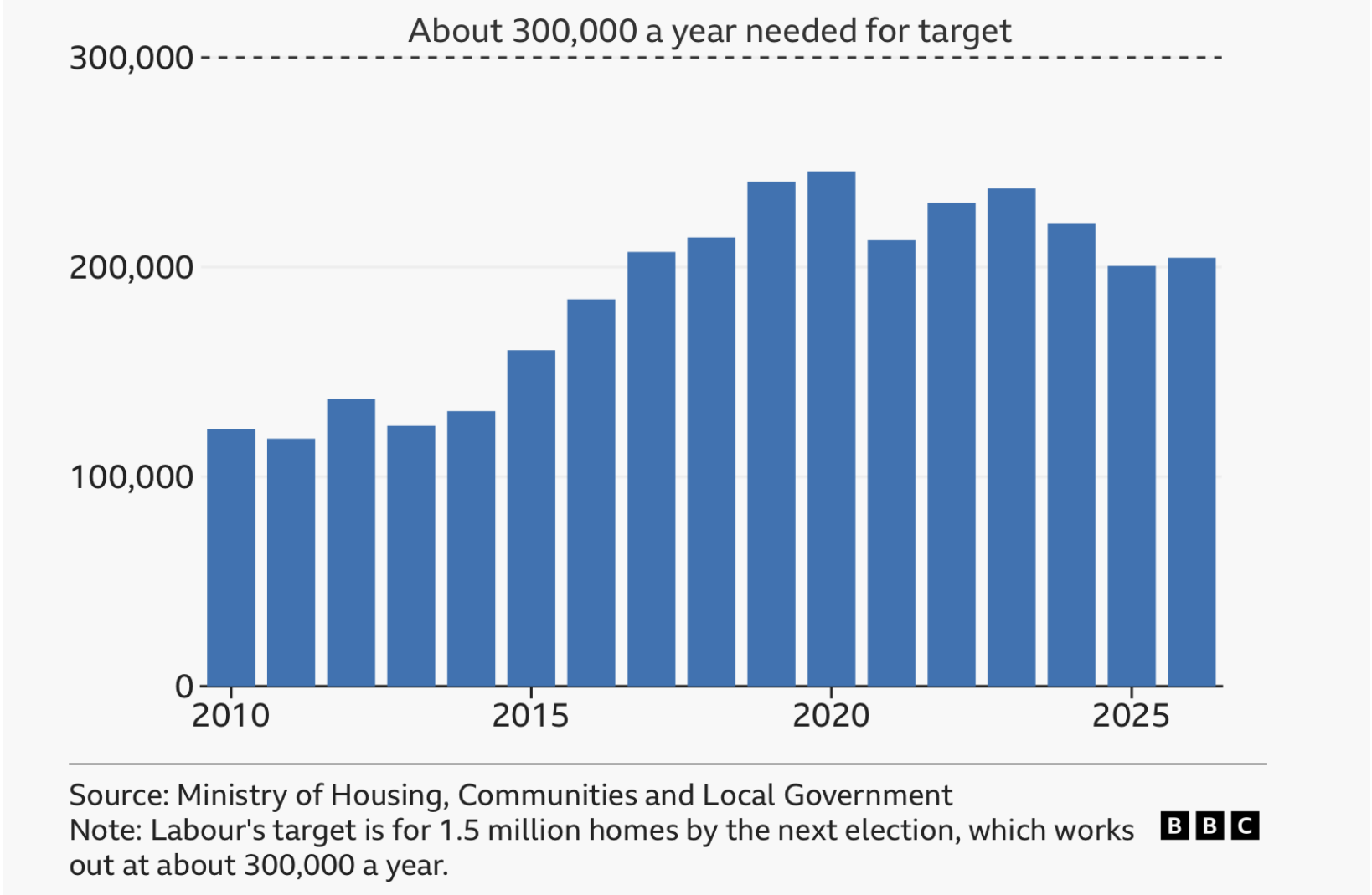
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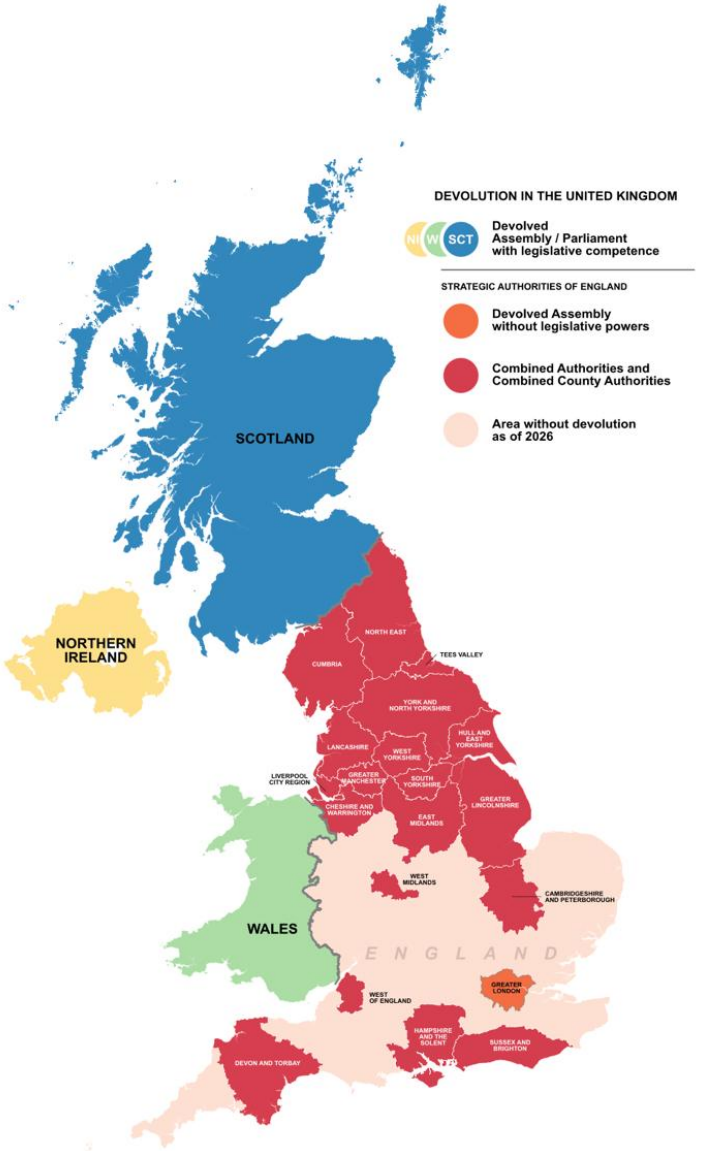
Source: Ministry of Housing, Communities and Local Government
Note: Labour's target is for 1.5 million homes by the next election, which works out at about 300,000 a year.

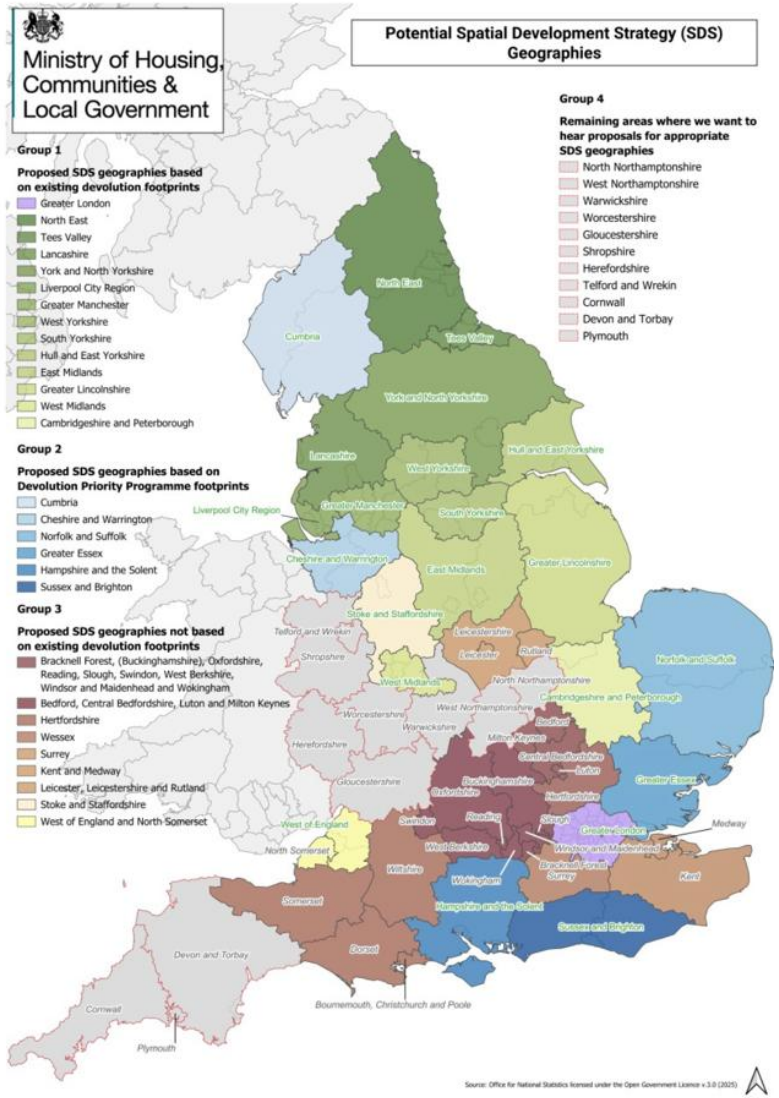
BBC

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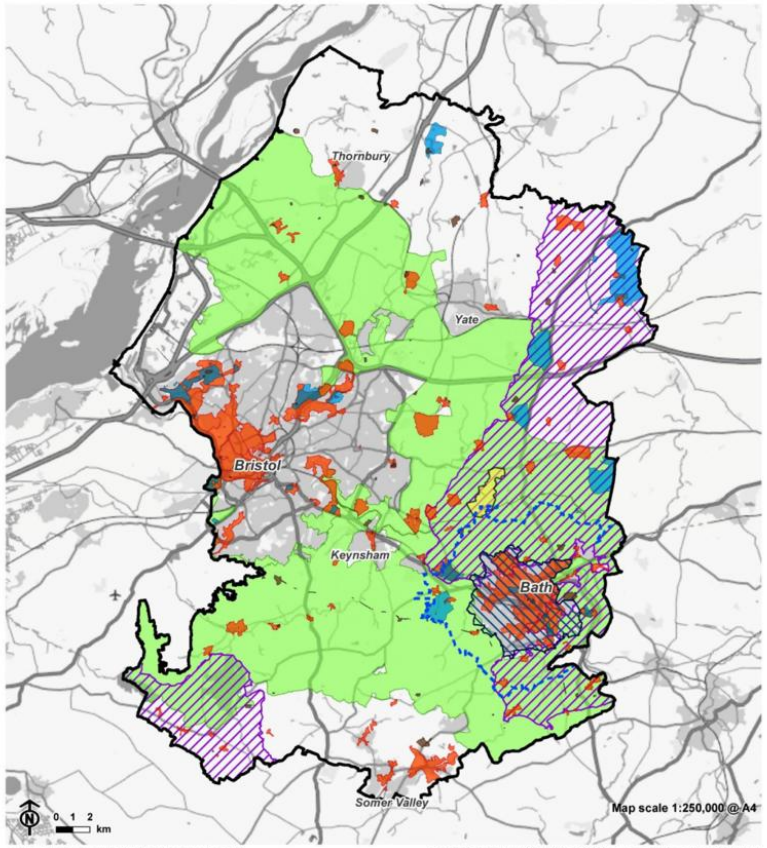
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Heritage and landscape areas including the Green Belt

This map shows areas that have protections or designations for heritage, landscape and Green Belt in the Spatial Development Strategy area.



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Contains Ordnance Survey data © Crown copyright and database right 2020.

CB:JH EB:Harbich_J LUC FigXXX_11222_Constraints_Heritage_A4P 29/10/2020
Source: LUC, WoECA, NE, HE

Designated Heritage Assets, Areas of Outstanding Natural Beauty and Green Belt

- West of England Combined Authority Region
- World Heritage Site Setting
- World Heritage Sites
- Historic Battlefields
- Scheduled Monuments
- Conservation Areas
- Registered Parks and Gardens
- Areas of Outstanding Natural Beauty
- Green Belt

Listed Buildings not mapped given their number (as they do not display on the map well), however they are additional important heritage designations..

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Legislation for Nature

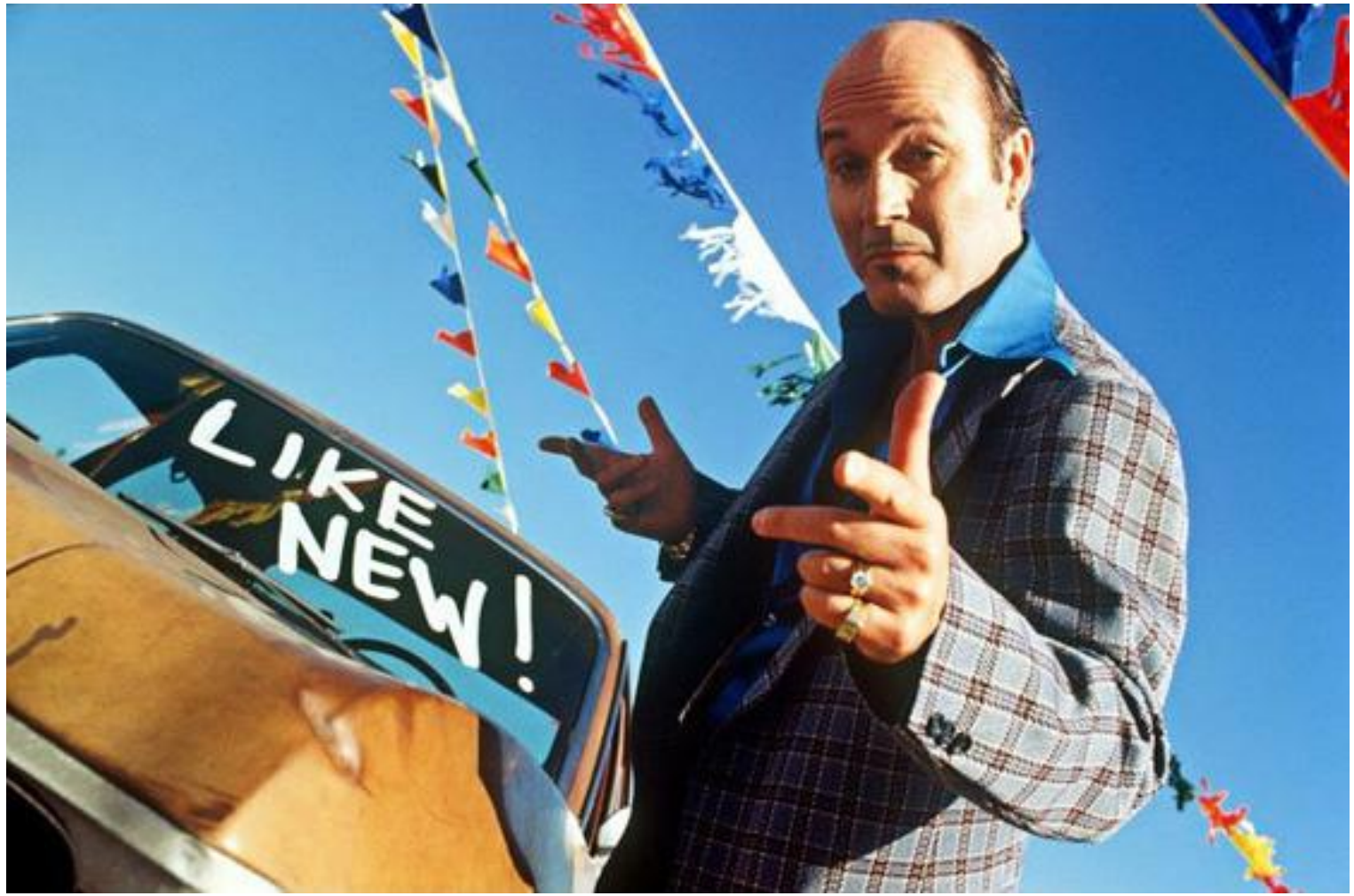
- Local Nature Recovery Strategies (LNRS): Established under the Environment Act 2021 and detailed in the Environment (Local Nature Recovery Strategies) (Procedure) Regulations 2023, 48 responsible authorities across England map local priorities and actions for nature recovery.
- Biodiversity Net Gain (BNG): Mandated through the Environment Act 2021, developments in England must deliver at least a 10% increase in biodiversity value compared to pre-development levels.
- Nature Restoration Fund (NRF): Secondary legislation laid in June 2026 introduced frameworks for a nature restoration levy and Environmental Delivery Plans (EDPs) managed by Natural England to pool developer contributions for landscape-scale recovery.
- Legally Binding Targets: Set via secondary legislation (such as the Environmental Targets (Biodiversity) (England) Regulations 2023), goals include halting species decline by 2030 and increasing populations by 10% by 2042.
- Strengthened Public Body Duties: Updates to the Natural Environment and Rural Communities (NERC) Act 2006 require public authorities to actively conserve and enhance biodiversity

The NPPF

- Dedicated Water Infrastructure Policies (W1, W4, and F8): The framework mandates early, proactive engagement between local planning authorities and water companies. Development plans must account for local water supply, wastewater, and drainage capacity, integrating projected growth and climate change impacts.
- Flood Risk Reorganization (Chapter 18, Policies F1–F9): Flood risk policies are streamlined into Chapter 18. Surface water-only sites can gain exemptions from the sequential test if safety and mitigation are proven.
- Sustainable Drainage Systems (SuDS) & Policy F8: Major developments must incorporate SuDS and follow the expected Defra National SuDS Standards (backed by an application statement). Policy F8 strongly discourages enclosing watercourses and mandates unculverting or river renaturalisation wherever feasible.
- Water Quality & Efficiency: Local authorities retain their powers to set local water-efficiency standards, while plan-making and decision-making policies continue to prioritize improving water quality and reducing water-borne pollution

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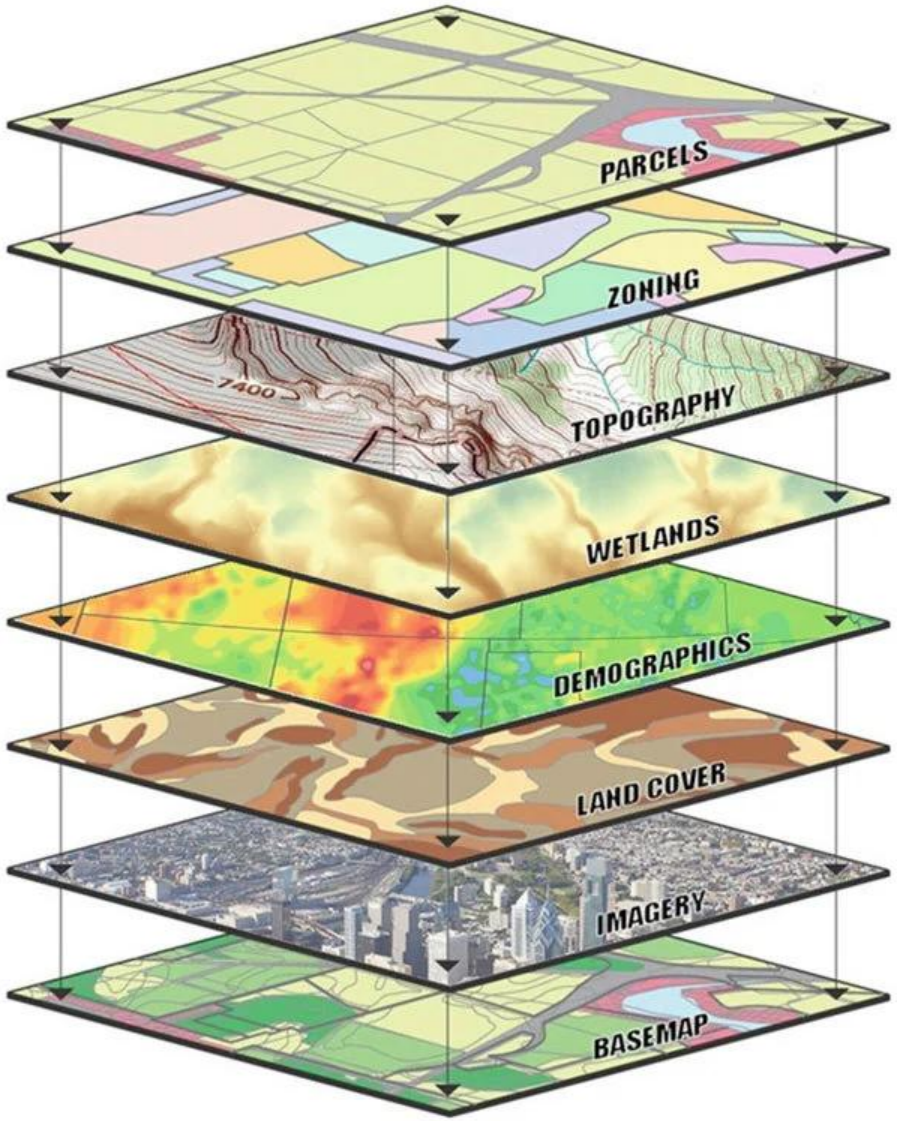
Data and Insights

- **Joint evidence and mapping** with clear separation of SDS and LP evidence. Coordinate **joint evidence commissioning** (such as transport and viability) and agree update cycles for shared models and agree assumptions early.
- **Shared Evidence Hub**: common data standards, matrices of who owns what, pooled commissioning, and digital sharing protocols (see SDS Readiness Guide and Toolkit).
- **Investing in digital readiness** — GIS, databases, mapping and sharing tools.
- **Infrastructure Provider and Statutory Consultee Protocol** – set out expectations, response times, escalation and alignment with infrastructure priorities.

(Source PAS)

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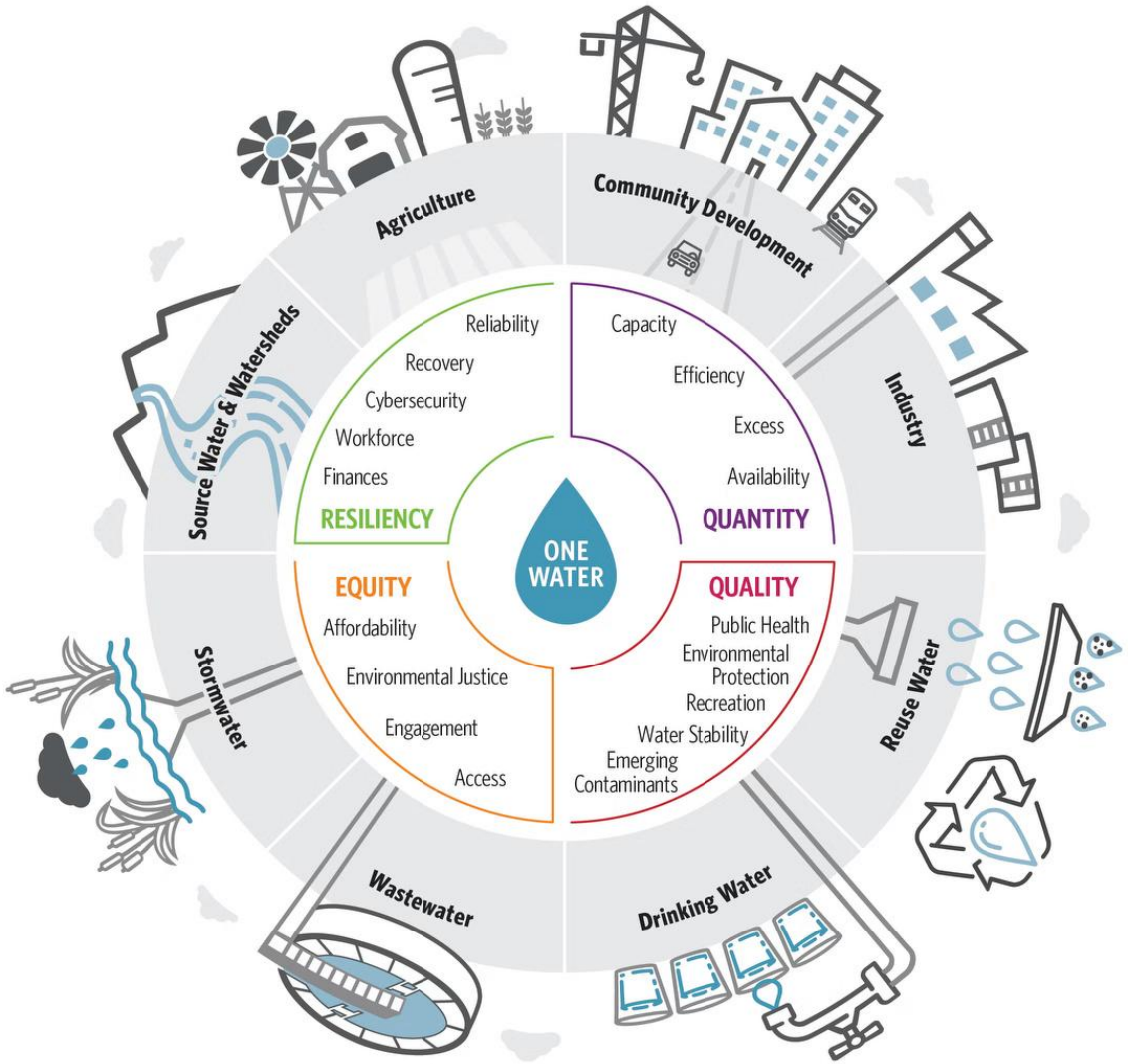
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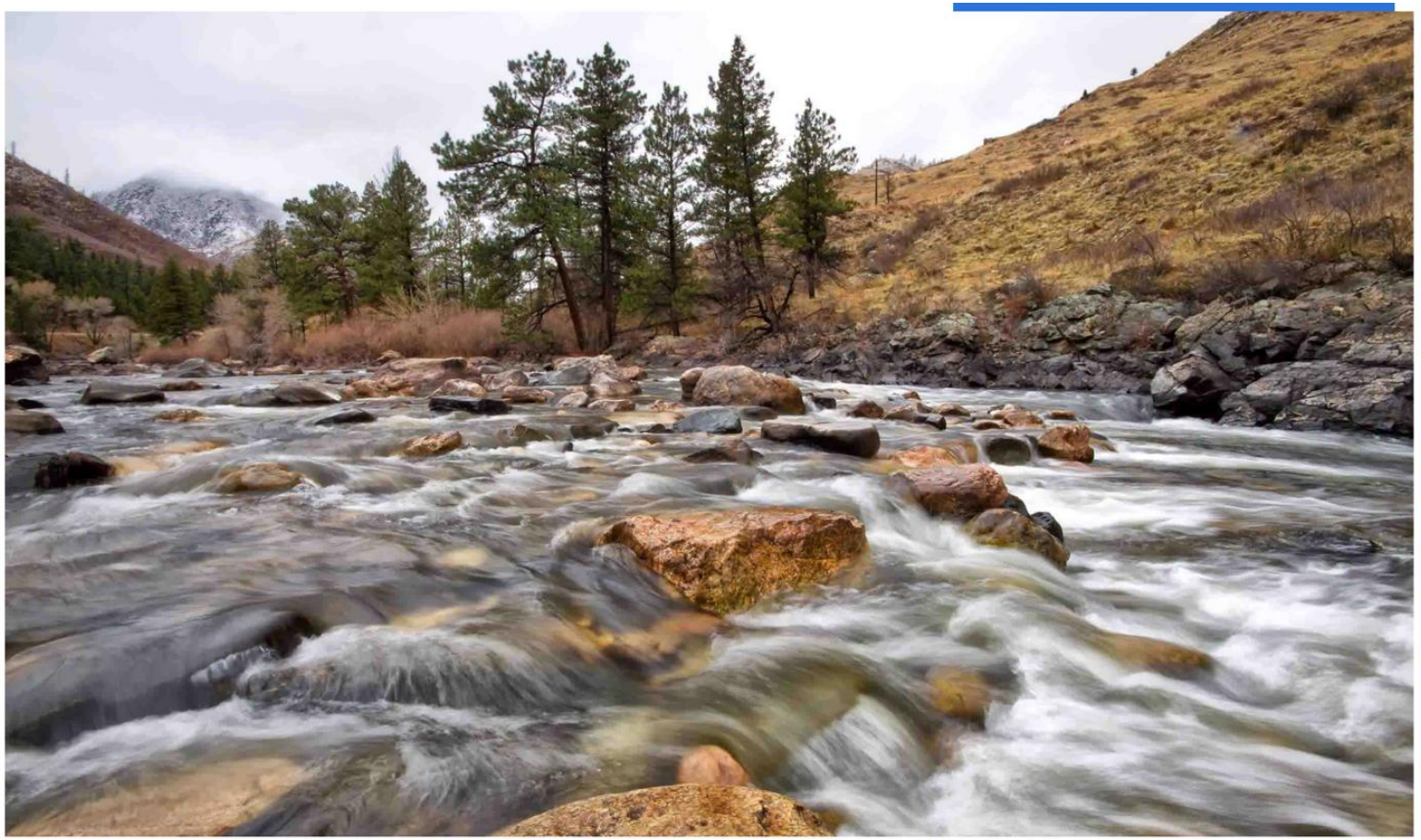
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One Water can be defined as a collaborative, integrated approach to the planning, governance, and management of a community's complete water system. Here is the Cache la Poudre River near Fort Collins, Colorado.

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Source Stantec

THANK YOU

Q&A

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SUPPORTING SUSTAINABLE GROWTH

Planning for future demand and investment

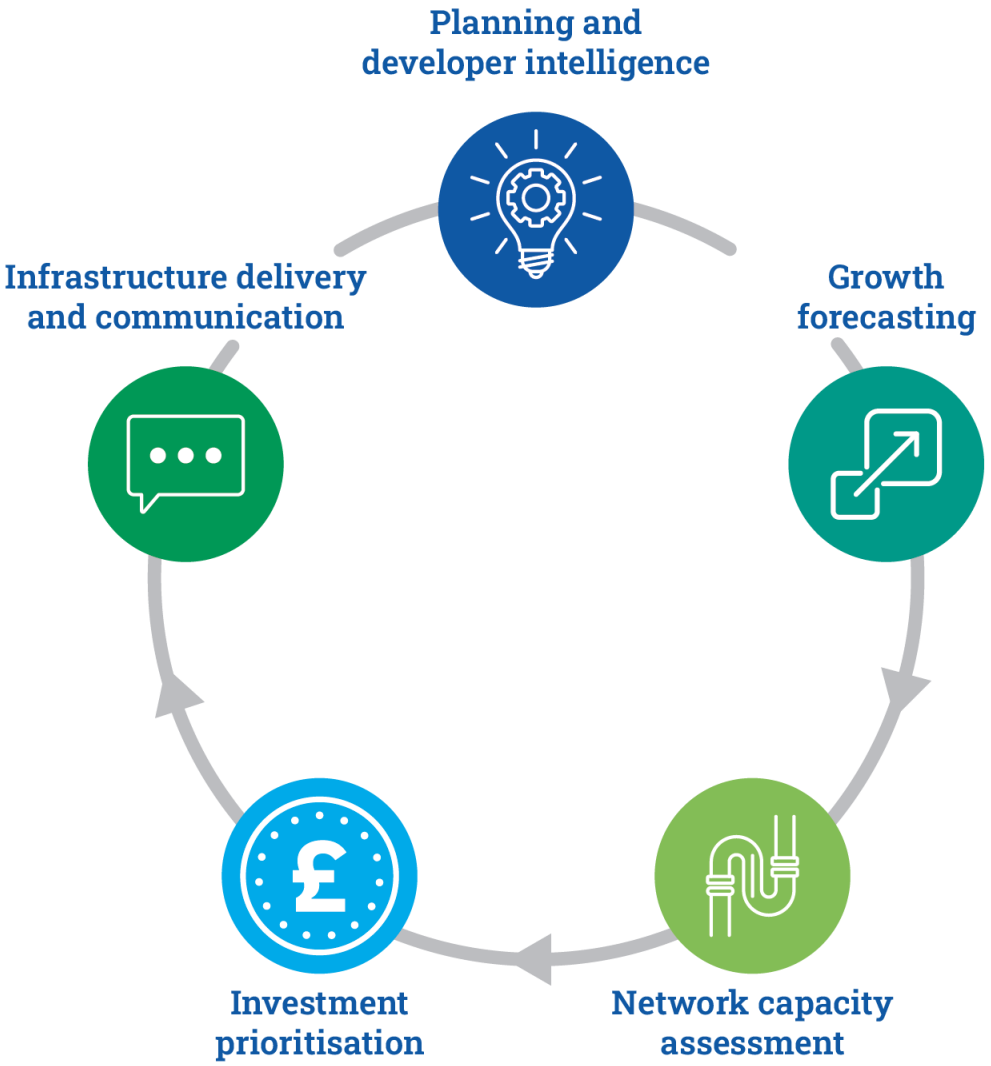
Kate Stobbs, Account Manager, NWG
Sarah Bowerman, Local Planning Liaison Officer, NWG
John Douglas, Network Analysis Manager, NWG
Laura Mollon, WINEP Strategy Manager, NWG

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PLANNING FOR GROWTH TOGETHER

Connecting development plans with network and investment decisions

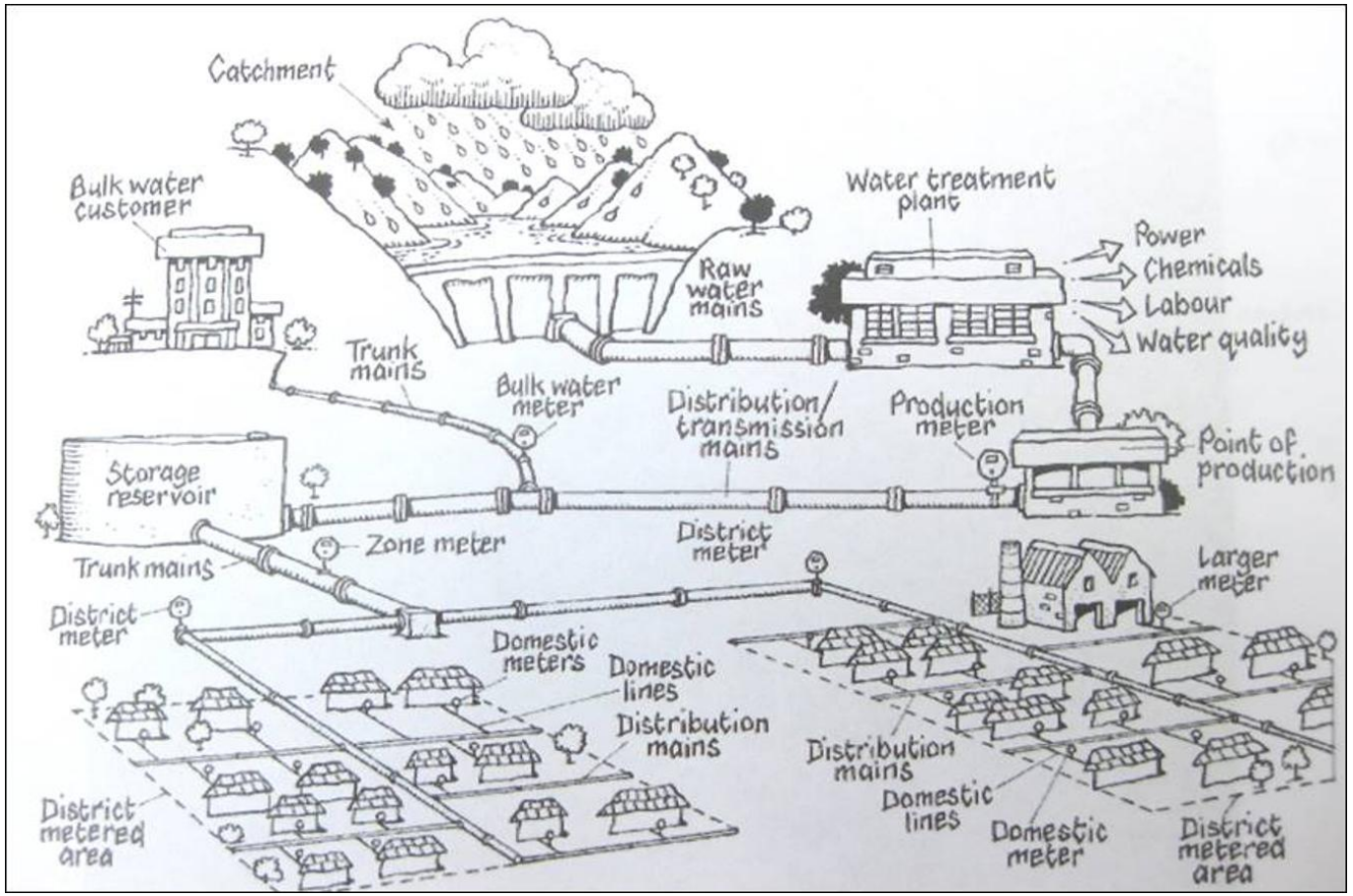


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UNDERSTANDING OUR NETWORK

From source to tap



Having sufficient water resource doesn't always mean the network can immediately deliver the required capacity at a particular location

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THE PLANNING LANDSCAPE

Working with Local Authorities



Aims

- Promote early engagement with councils
- Earlier visibility of strategic development
- Support sustainable communities

Objectives

- Respond to local plan consultations & planning applications
- Review growth scenarios, phasing and trajectories – earlier identification of potential constraints
- Better alignment between development phasing and infrastructure planning

Outcomes

- Timely and efficient infrastructure provision
- Reduced delivery risk and avoidable delay
- Evidence led conversations between councils, developers and NWG

Chelmsford Local Plan
Pre-Submission (Regulation 19) Document
February 2025

Our Planning Strategy 2022 to 2041

Chelmsford Local Plan

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FORECASTING GROWTH

How we predict future growth

(1) Statutory and planning evidence

- Local Plans
- Planning applications
- Water Resource Management Plan assumptions

(2) Developer intelligence

- Account Manager conversations
- Pre-Planning enquiries
- Development phasing

(3) Data and analytics insight

- Housing forecasts
- Population analytics
- Planning datasets
- Customer insight

EDGE ANALYTICS





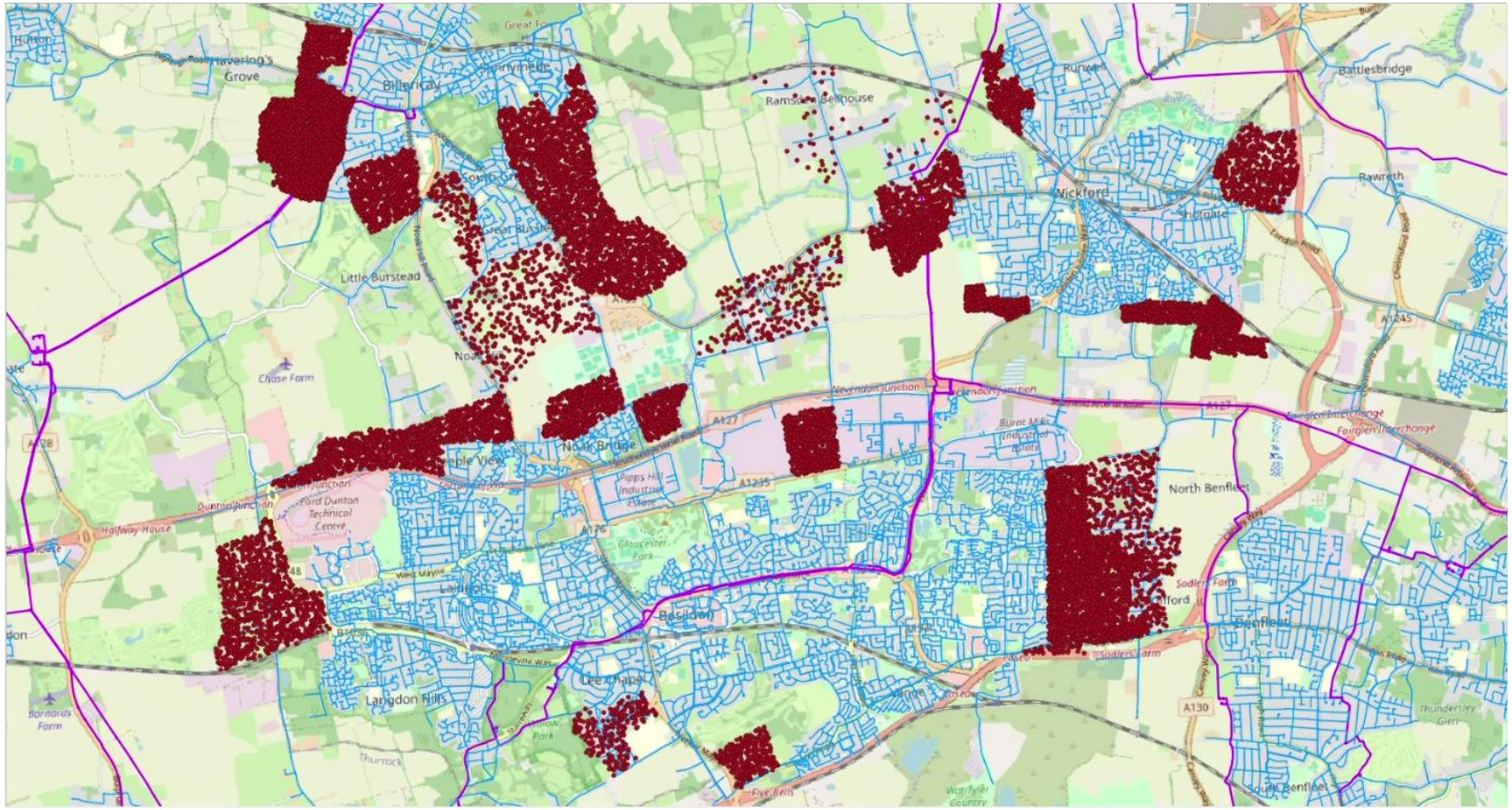
No single source provides complete certainty; confidence improves when these datasets are considered together and refreshed regularly

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FORECASTING GROWTH

Predicting growth – an example catchment



5 years	3,476
6 - 10 years	13,057
11-15 years	17,877
> 16 years	19,517

FORECASTING GROWTH

Predicting growth – an example catchment

Council	Current applications since March (dwellings)	Forecasted growth in local plans (dwellings)
Barking & Dagenham	15,336	19,440
Basildon	6,485	26,909
Braintree	110	14,320
Brentwood	4,138	7,752
Castle Point	635	6,196
Chelmsford	6,112	22,990
Colchester	0	14,720
Havering	3,070	18,930
Maldon	1,588	4,650
Redbridge	973	16,845
Rochford	4,217	7,200
Southend	5,210	23,885
Thurrock	3,478	23,909

FORECASTING GROWTH

Data centres and strategic growth

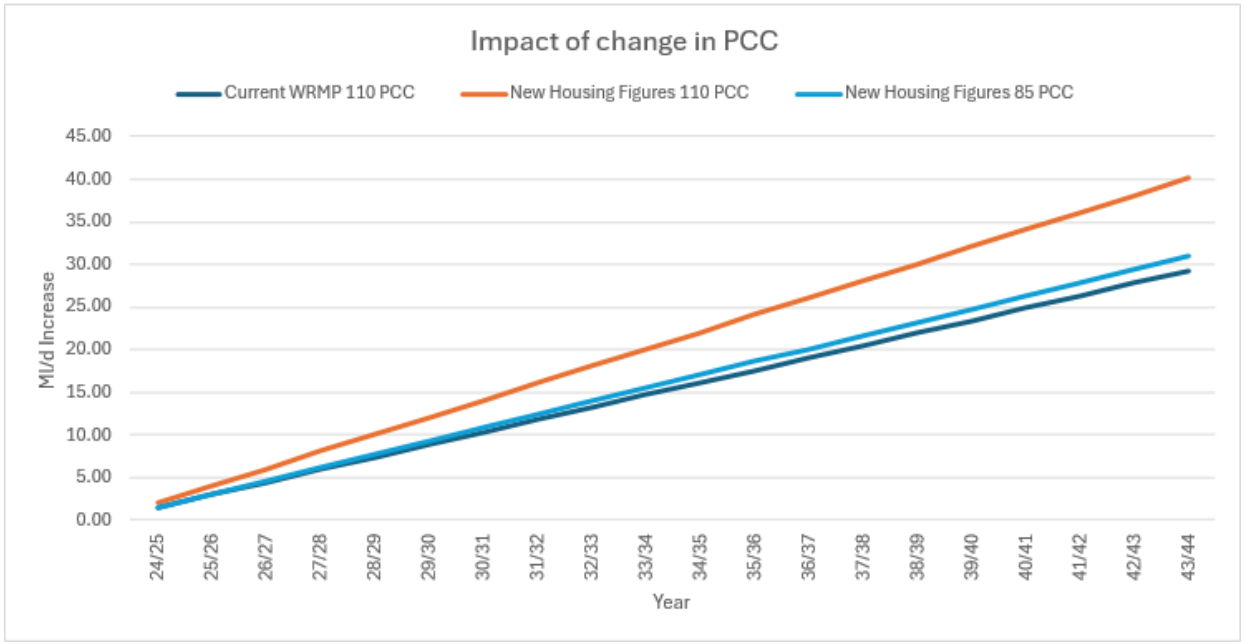


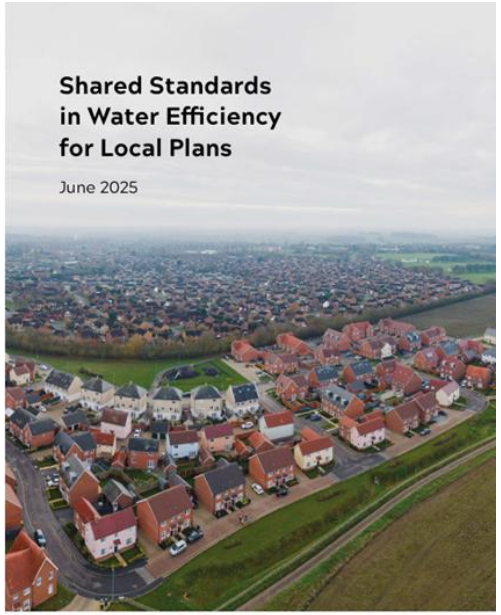
- Data centres are Critical National Infrastructure (CNI).
- Early engagement to assess:
  - Peak and annual demand
  - Phased capacity requirements
  - Non-potable or recycled water opportunities
  - Cumulative demand alongside housing and other strategic growth
- We encourage early engagement to explore water-efficient closed loop systems and alternative water source solutions.

UNDERSTANDING THE CHALLENGES

Balancing new demand with water-resource availability

- Reducing leakage
- Per capita consumption
- Water efficiency
- Cumulative development demand
- Climate and drought demand





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GROWTH INTELLIGENCE INFORMS INVESTMENT

Plans to 2030 - Water

£94m planned investment in Water network reinforcement to 2030

Eglingham to North Charlton

- £10m, 8km mains reinforcement scheme in Northumberland to enable connection of multiple downstream developments.

St Michaels Lane Alnwick

- £600k, 2km main in Alnwick town centre.

High Lodge City Park

- £2.2m, 7.4km mains reinforcement scheme. Mains have been oversized to accommodate future growth.

Framlingham

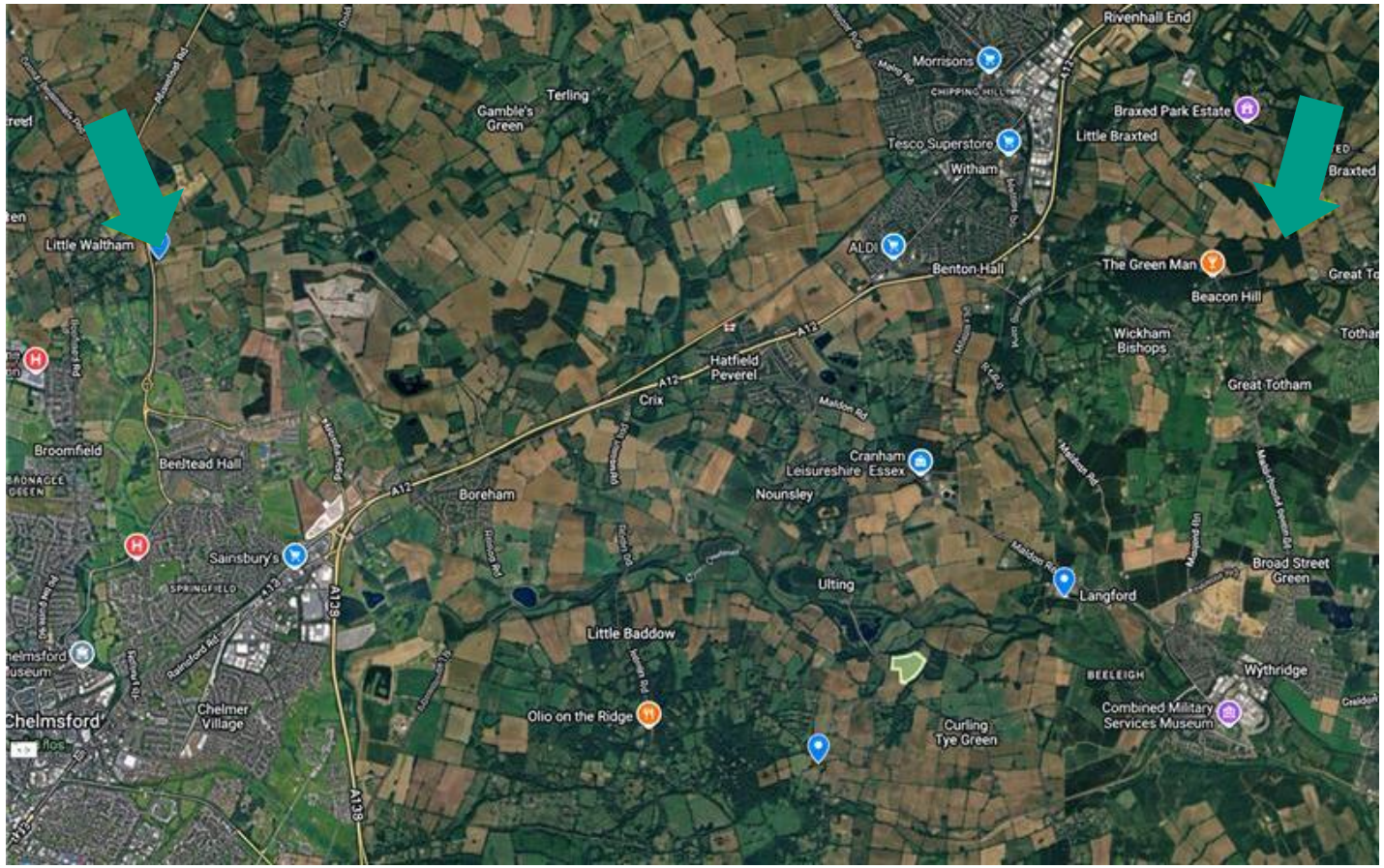
- £1.4m, 8.4km strategic upgrade scheme between Benhall treatment works and Framlingham tower due to increased demand from new developments in Framlingham village.

Mountenessing Tower

- £2.8m renewal of Mountenessing Tower booster pumps and 4.3km of main to support 2 new large developments.

GROWTH INTELLIGENCE INFORMS INVESTMENT

Chelmsford – Boreham booster pump station, pipeline and service reservoir



Responding to forecasted growth of 17,000 new homes to 2045

- New service reservoir
- Booster upgrades
- 14.3km of strategic mains

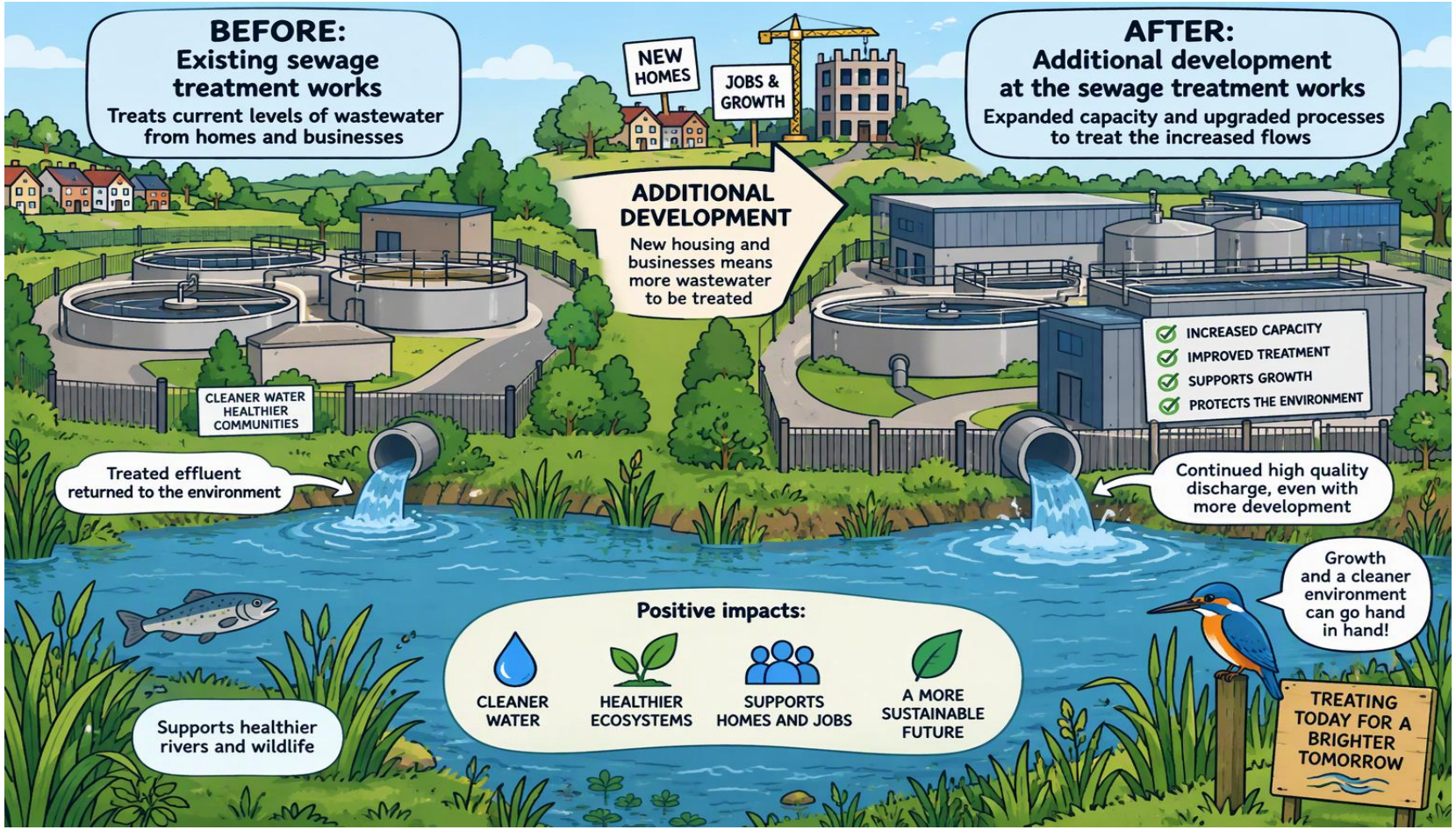
Supporting existing customers, phased development and future capacity

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GROWTH INTELLIGENCE INFORMS INVESTMENT

Upgrades to Sewage Treatment Works

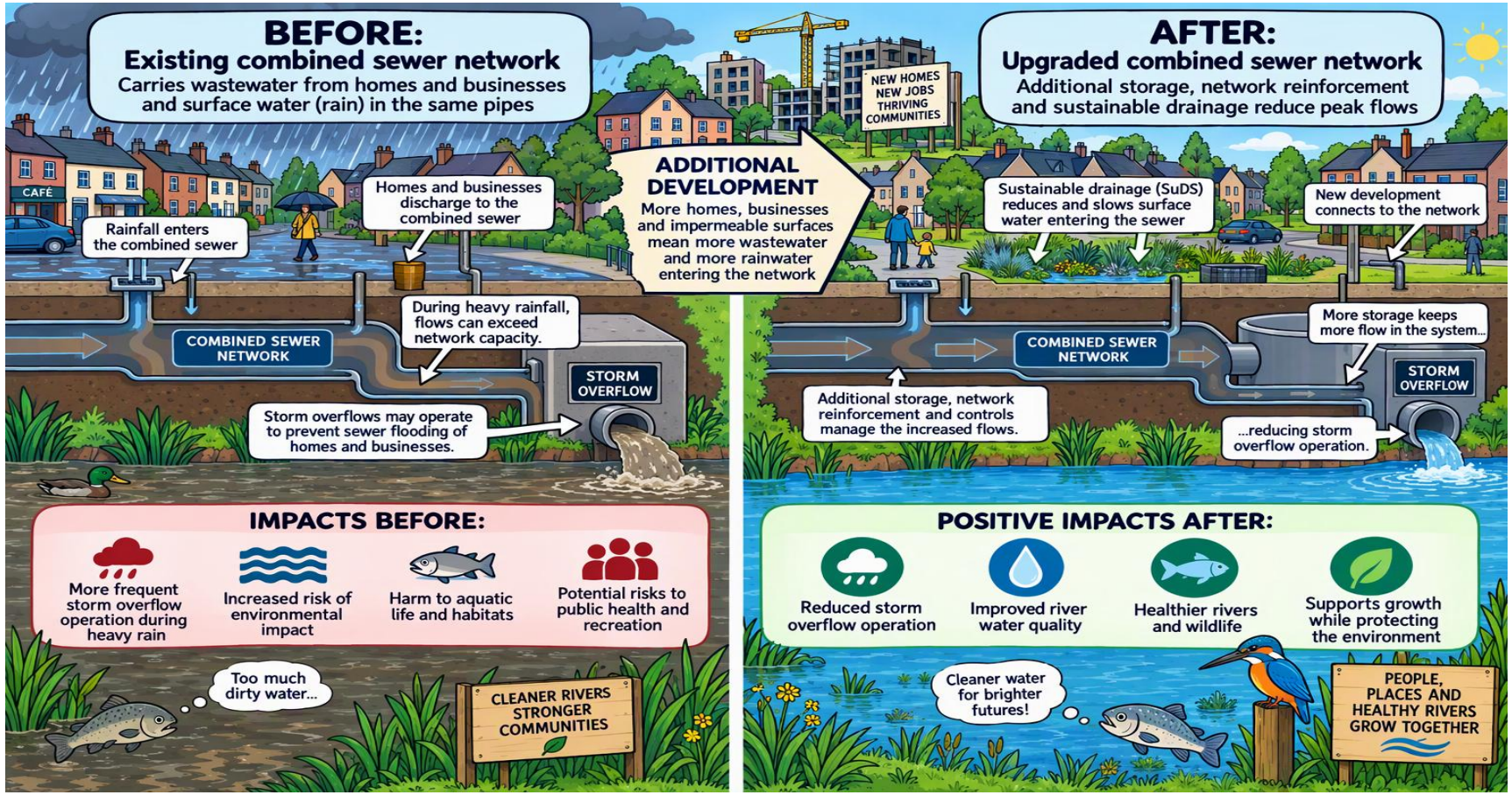


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GROWTH INTELLIGENCE INFORMS INVESTMENT

Upgrades to Networks



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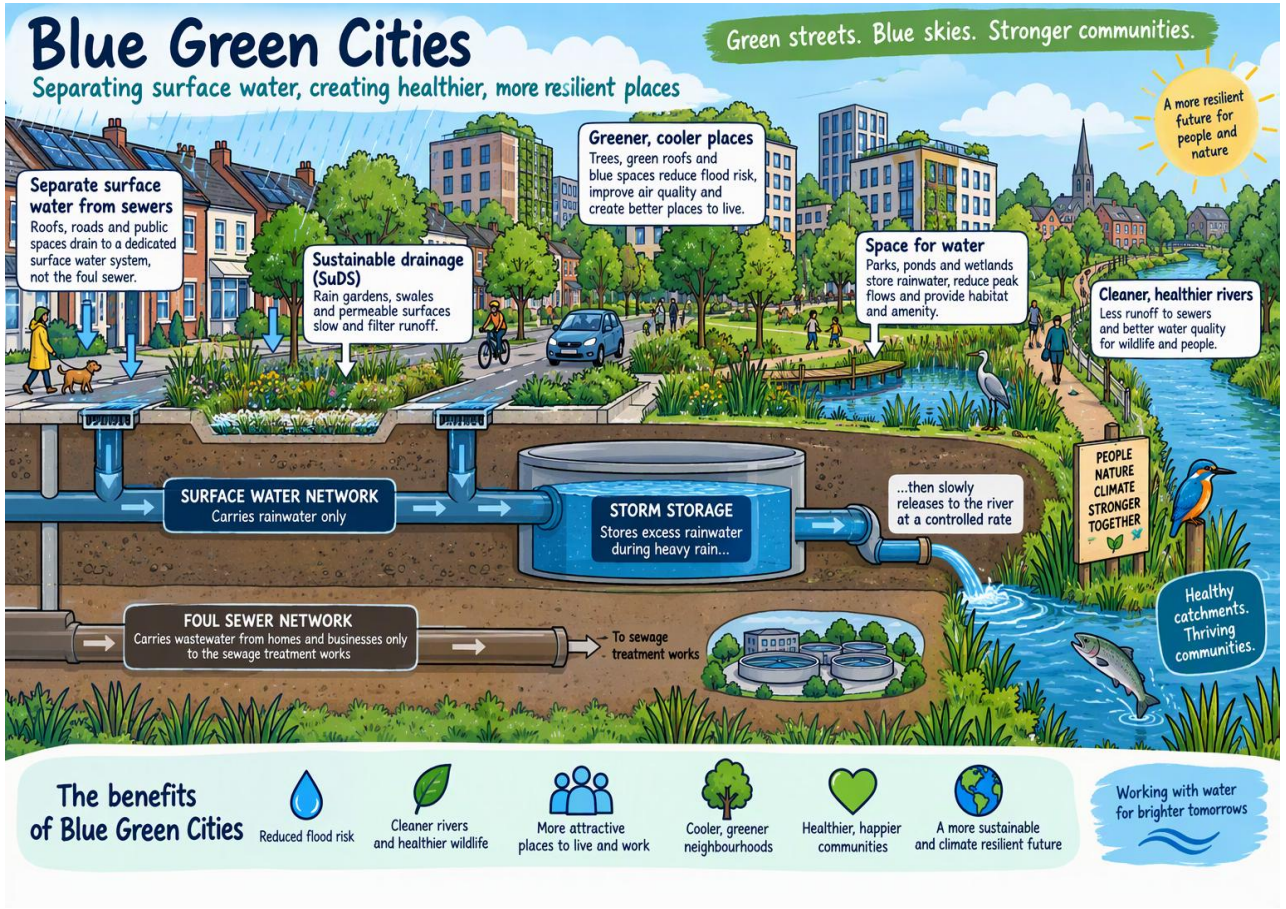
GROWTH INTELLIGENCE INFORMS INVESTMENT

Aligning delivery with when and where it's needed

- Upgrades to a Sewage Treatment Works can take on average 3-5 years. Very large sites up to 9 years.
- Upgrades to the network usually quicker between 18 months-3 years.
- Not every development requires an upgrade – the biggest impact is cumulative from multiple sites.
- Surface water into sewers should be avoided whenever possible

WORKING TOGETHER

Continuous improvement



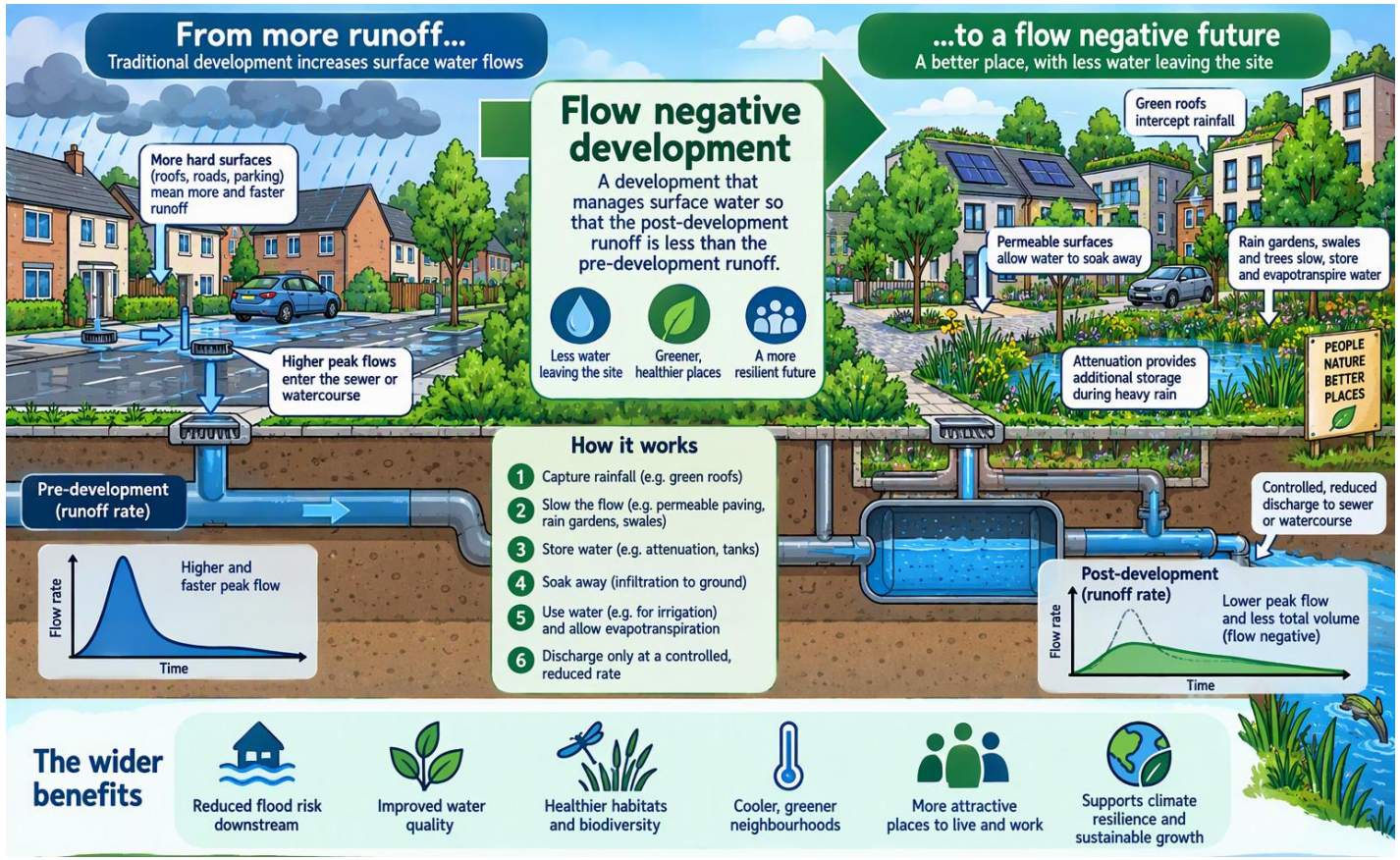
- Working closely with Local Authorities to ensure upgrades are fed into business plan.
- Developing a strategic drainage plan.
- Surface water removal, green blue cities, and storage will all be required – and new developments may be able to help.

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WORKING TOGETHER

Continuous improvement



- Could a development be flow neutral or flow negative?
- Working together to unlock possibilities at your sites.
- We may be able to offer funding if timelines and locations align.

Laura.Mollon@nwl.co.uk
Tony.Baines@nwl.co.uk
developmentenquiries@nwl.co.uk

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WORKING TOGETHER

Early engagement, sharing intelligence, creating certainty

What we ask from you

- Engage with us before land and programme decisions are fixed
- Share up to date phasing, build out and demand forecasts
- Update us when programmes or demand assumptions change
- Identify unusual or high-demand requirements early

What you can expect from us

- Co-ordinated engagement across Developer Services and technical teams
- Clearer explanation of capacity and reinforcement dependencies
- Earlier conversations about potential constraints
- Continued improvement in how growth and intelligence informs investment

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THANK YOU

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BREAK

We’ll be observing two minutes silence at 11am. Please return to your seat at 10:55.

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Ofwat update

Northumbrian Water developer day 11
November 2026



Phillip Dixon
Head of Developer Services

Ofwat

4 areas of interest – tell us about your experiences

1. Developer services market review

- Is the market working effectively?
- Do we need to regulate differently?
- Are stakeholders getting enough support?
- What are the barriers and opportunities?

4 areas of interest – tell us about your experiences

1. Developer services market review

Effective market? Different regulation? Stakeholders supported? Barriers and opportunities?

2. Environmental Incentives

Financial rewards for developers who build water efficient properties

- Are you aware these exist?
- Do you know about our Environmental Incentives Common Framework?
- What might prevent you claiming rewards?
- Take-up is low – why might that be?
- We're looking to review incentives – we need your help

4 areas of interest – tell us about your experiences

1. Developer services market review

Effective market? Different regulation? Stakeholders supported? Barriers and opportunities?

2. Environmental Incentives

What have you heard? Improving low take-up. Reviewing the framework.

3. D-MeX

The Developer Measure of Experience – a powerful way to regulate companies.

- Please complete your surveys!
- Are the D-MeX metrics right?
- Can we improve it at PR29?

4 areas of interest – tell us about your experiences

1. Developer services market review

Effective market? Different regulation? Stakeholders supported? Barriers and opportunities?

2. Environmental Incentives

What have you heard? Improving low take-up. Reviewing the framework.

3. D-MeX

Complete D-Mex Surveys. Reviewing D-MeX at PR29.

4. Codes for Adoption

Standard agreements for adopting assets.

- Sewers not being adopted? Growing problem or isolated?
- Deviations from standard agreements? Is it an issue?

4 areas of interest – tell us about your experiences

1. Developer services market review

Effective market? Different regulation? Stakeholders supported? Barriers and opportunities?

2. Environmental Incentives

What have you heard? Improving low take-up. Reviewing the framework.

3. D-MeX

Complete D-Mex Surveys. Reviewing D-MeX at PR29.

4. Codes for Adoption

Unadopted sewers? Deviations from standard agreements?



Get in touch if you want to know more

charging@ofwat.gov.uk

Thank you

Any questions?

charging@ofwat.gov.uk



THANK YOU

Q&A

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DEVELOPER CHARGES

Looking ahead

Tim Norton, Developer Services Regulation & Compliance Manager, NWG

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2027-2028 CHARGES REVIEW

Ofwat's key charging principles

1. Fairness and affordability
2. Environmental protection
3. Stability and predictability
4. Transparency and customer focus
5. Cost reflectivity

2027-2028 CHARGES REVIEW

What we implemented in 2026-2027



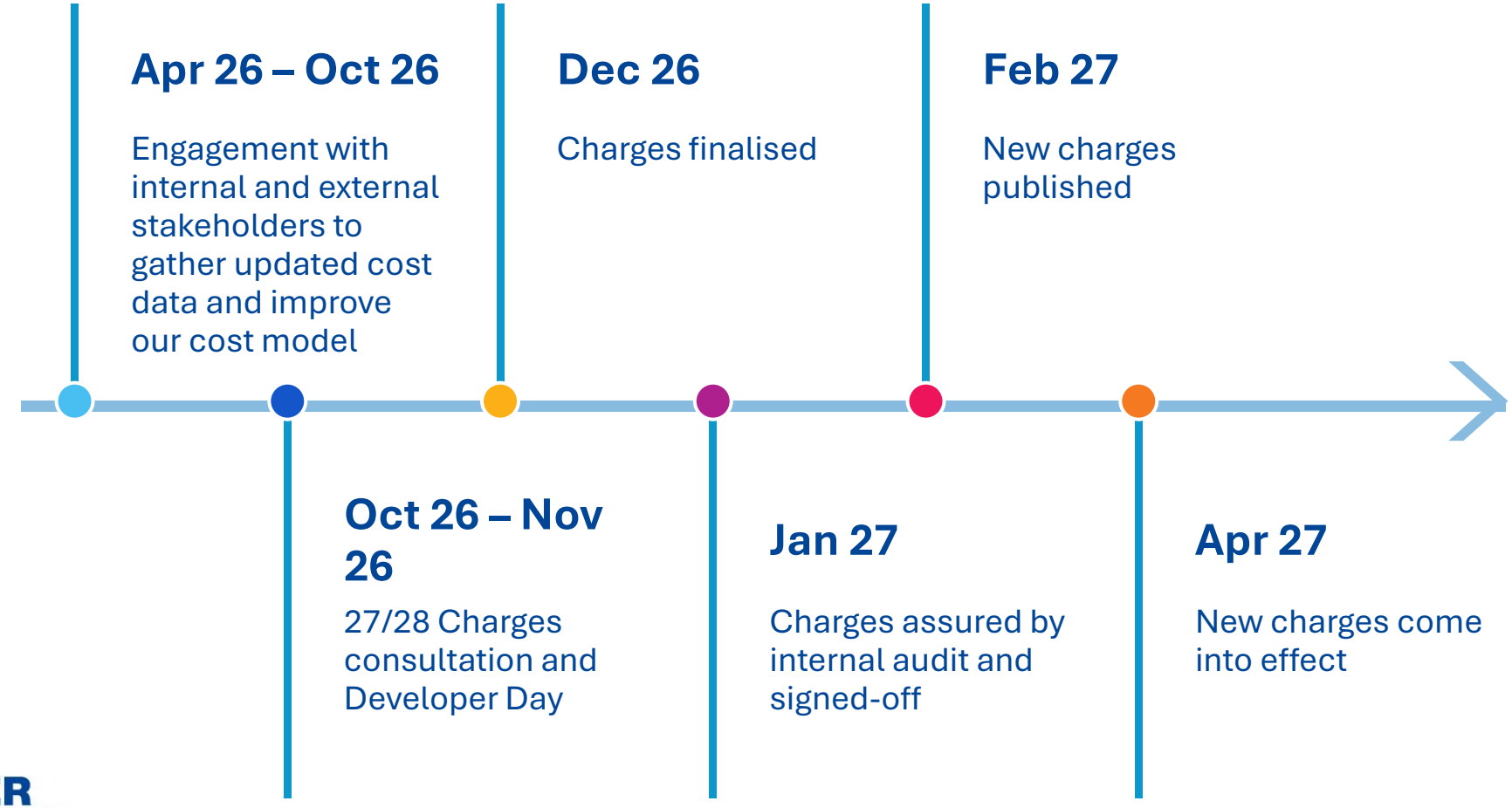
Granular classifications on surface types



Third party costs more clearly separated in quotes

2027-2028 CHARGES REVIEW TIMELINE

Consultation to publication

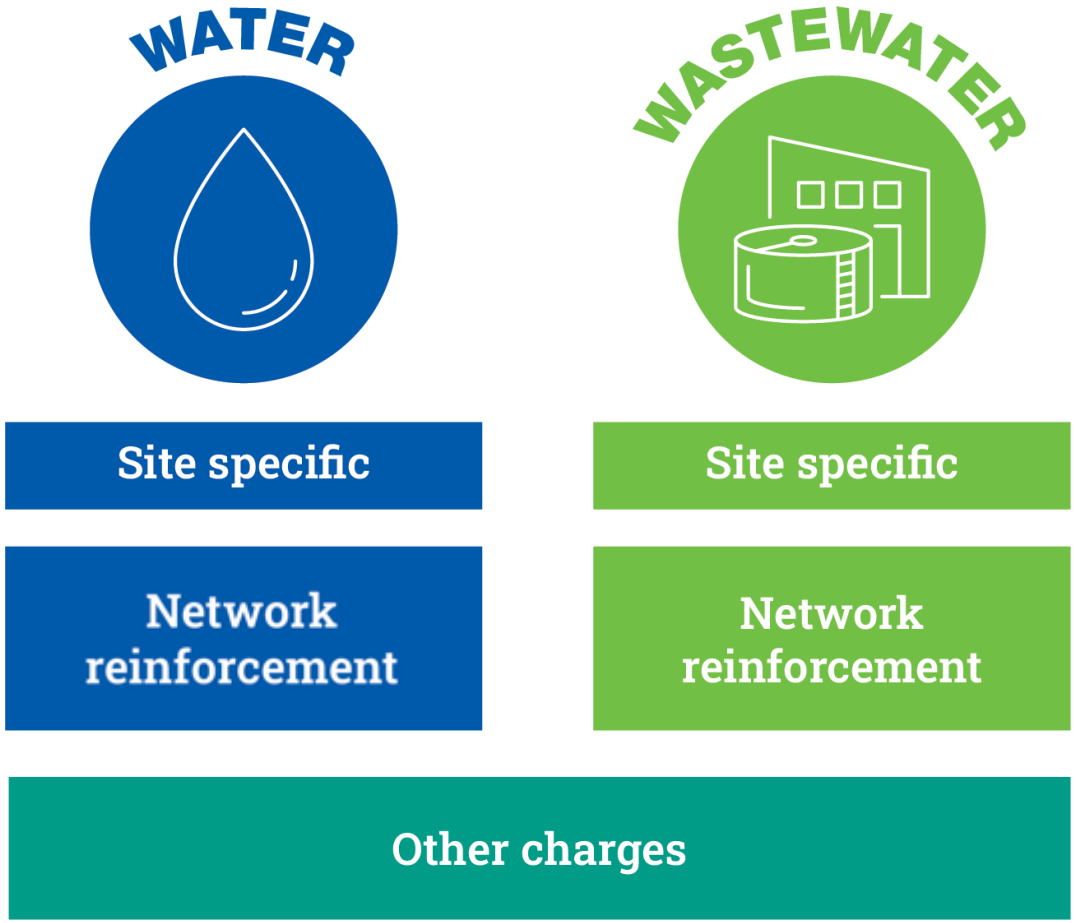


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2027-2028 CHARGES REVIEW

Charges build



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2027-2028 CHARGES REVIEW

Infrastructure charges

- The Northumbrian Water infrastructure charge is expected to increase broadly in line with projected network reinforcement.
- The Essex & Suffolk Water infrastructure charge is expected to increase to reflect planned network reinforcement investment, including significant infrastructure upgrades to support future growth.
- We'll continue the plan from last year to introduce wastewater infrastructure charge increases gradually through to 2030.

2027-2028 CHARGES REVIEW

Environmental incentives

Currently finalising our Environmental Incentives Common Framework with no significant changes to current requirements.

Water efficiency discount	2027/28 NWL Payment	2027/28 ESW Payment
Tier 1 • Consumption of no more than 95 l/p/d • Fittings meet maximum consumption standards specified within the EICF	100% discount	100% discount
Tier 2 • Meet Tier 1 requirements • Rainwater Harvesting • Green Water Recycling	200% discount	200% discount

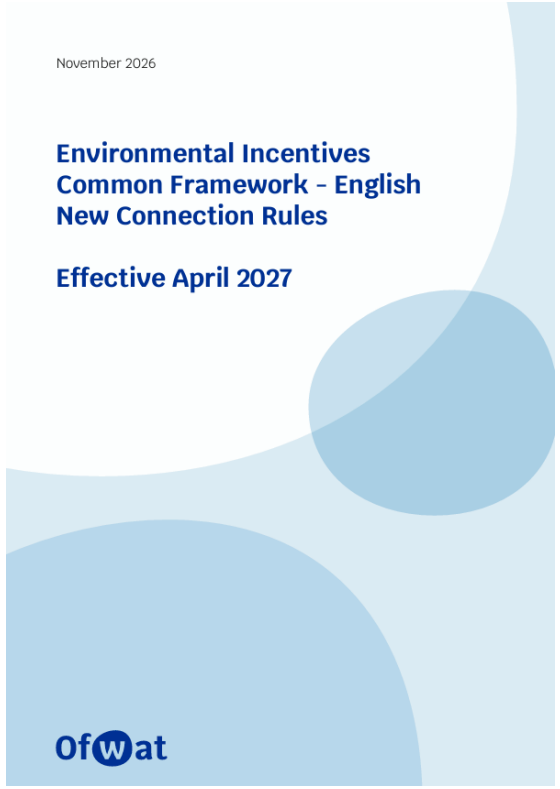


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2027-2028 CHARGES REVIEW

Environmental incentives

- Guidance has been updated to allow developers to use flow limiters to achieve the levels of efficiency set out in Table 1.
- The term is now defined under ‘Interpretation’.
- We have a range of exhibitors here today showcasing how their products can support a reduction in water consumption and promote efficient water recycling.



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2027-2028 CHARGES REVIEW

Environmental incentives



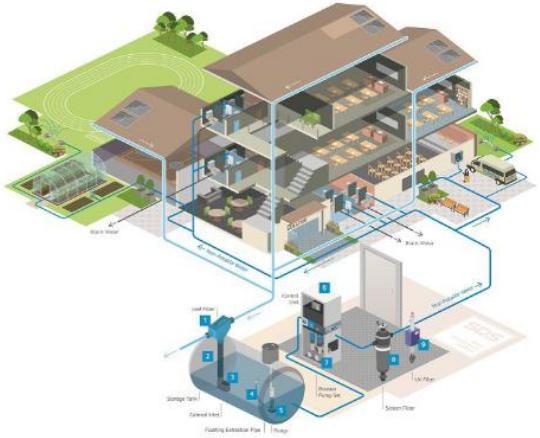
Source: Ideal Standard



Source: Ideal Standard



Source: JD Pipes



Source: SDS Infrastructure



Source: Stormsaver

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2027-2028 CHARGES REVIEW

Feedback and future engagement



Application fees



Infrastructure charges



Environmental incentives

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TYSM

Or thank you so much

connectconsult@nwl.co.uk

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RIGHT FIRST TIME

Working together to improve delivery

Mark Johnson, Customer Team Manager, NWG

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BUILDING ON PROGRESS

Improving speed, reducing delays, creating a smoother process

Customers supported

450

Faster than statutory timescales

~45%

Average across Water UK metrics

April 2026

September 2026

Individual interactions

3,000

April – June 2025

21%

Positive mentions of timescales in Developer Measurement of Experience

April – June 2026

52%

Positive mentions of timescales in Developer Measurement of Experience

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BUILDING ON PROGRESS

NWG design and delivery services

Activity	Status	Average	Target	Early completion
Sewer connection approvals	Exceeding target	8 days	21 days	80% within 14 days
Sewer adoption final approval	Exceeding target	4 days	28 days	90% within 12 days
Mains design	Ahead of target	15 days	28 days	40% within 18 days
Water main laying	Exceeding target	48 days	90 days	80% within 60 days

Opportunities:

- Mains Design application form
- Sewer Adoption Legal agreements

BUILDING ON PROGRESS

Supporting SLPs

Activity	Status	Average	Target	Early completion
Point of connection report	Exceeding target	6 days	14 days	80% within 14 days
Source of water	Ahead of target	19 days	28 days	50% within 18 days
Water adoption agreement	Exceeding target	1 days	7 days	100% within 7 days
Vesting certificate issued	Exceeding target	2 days	5 days	70% within 5 days
Consent to complete service connection	Exceeding target	2 days	5 days	100% within 5 days
Meter fit	On target	7 days	7 days	100% within 7 days

Opportunities:

- Early engagement to agree pre-start meeting availability
- Improving Request to Complete Connection (WIAPS) notifications

BUILDING ON PROGRESS

Supporting NAVs

Activity	Status	Average	Target	Early completion
Site status	Exceeding target	5 days	21 days	85% within 14 days
Bulk supply & bulk discharge offer	Ahead of target	18 days	28 days	40% within 14 days
Bulk supply & bulk discharge agreement	Exceeding target	8 days	28 days	90% within 18 days
Bulk meter (& requisition) construction	Ahead of target	64 days	90 days	60% within 60 days

Opportunities:

- Working together to agree annual demand figures at an early stage
- Early engagement to agree pre-start meeting availability

LISTENING TO YOU

Facilitated table discussion

1. Improving Timescales

What's the single biggest opportunity to reduce timescales across the journeys you work with us on?

2. Right First Time

What practical changes would help us both get things right first time more consistently?

3. Working Together

How can we both engage earlier and share information more effectively to avoid delays and reduce risk?

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THANK YOU

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NETWORKING, ASK THE EXPERT & LUNCH

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REFLECTIONS

Louise Hunter, Director of Customer and Corporate Services

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RAFFLE

Thank you to our exhibitors

RAFFLE PRIZE	KINDLY DONATED BY
Hamper	Advanced Water Infrastructure Networks
Experience Day Voucher	Advantage Pumping Solutions
£250 Red Letter Day Voucher	Albion Water
£100 Amazon Voucher	Alconex
4 ball at Wynyard Golf Course	Applebridge
£200 Red Letter Day Voucher	Aptus
3 Course Meal for 2 at The Slug & Lettuce	Atplas
£100 Amazon Voucher	AVK UK and Fusion
£250 Luxury Hotel Stay	Carlow Concrete
£150 Gift Voucher for Ramside Hall Hotel	Energetics – Last Mile

RAFFLE PRIZE	KINDLY DONATED BY
£200 Gift Voucher for Bowcliffe Hall	Fulcrum
Virgin Incentives Voucher worth £300. (One night luxury Lake District Break at The Langdale Hotel and Windermere Northern Lake Cruise for Two)	GreenBlue Urban
£100 John Lewis Voucher	GTC and Independent Water Networks Limited
Ceratherm T25 Dual Shower System	Ideal Standard
£300 Gift Voucher for Slaley Hall	JD Pipes
£100 John Lewis Voucher	Leep
£150 M&S Voucher	Plasson
£150 John Lewis Voucher	Prolectric
£250 Red Letter Day Voucher	SDS Infrastructure
£150 John Lewis Voucher	Stormsaver

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NETWORKING & ASK THE EXPERT

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