

Non-contestable Works - Redress Scheme.

As part of Ofwat's work on new Adoption Codes we are required to publish a redress scheme for failing to deliver against the Self Lay metrics currently contained within the Water UK Developer Services Level of Service Report. This will remain in place until 1st October 2018 and will be adapted to include any changes agreed with Ofwat as part of the Adoptions Codes work

We will automatically contact you should we fail to achieve these Levels of Service to make the appropriate redress payment.

Level of Service Metric	Redress
<p>Self-lay Point of Connection enquiry response <500 plots.</p> <p>Report to be issued within 21 days commencing on either (i) on the day after receipt of a full application or (ii) the day after the required information has been provided. An application is full when all the required information and any required payment have been received. A point of connection enquiry includes any necessary modelling work.</p>	Application fee refunded in full
<p>Self-lay Point of Connection enquiry response >500 plots.</p> <p>Report to be issued within 28 days commencing on either (i) on the day after receipt of a full application or (ii) the day after the required information has been provided. An application is full when all the required information and any required payment have been received. A point of connection enquiry includes any necessary modelling work.</p>	Application fee refunded in full
<p>Self-lay and terms requesting <500 plots quotations.</p> <p>Written terms to be issued within a period of 14 days commencing on the day after receipt of as full application.</p> <p>An application is full when all the required information has been received. Terms include the design approval, the amount of the asset payment and any amount to be paid by the SLP or Developer. A self-lay Adoption Agreement is to be issued with the terms. Rejections should fully document the reason for the rejection.</p>	£100
<p>Self-lay and terms requesting >500 plots quotations.</p> <p>Written terms to be issued within a period of 14 days commencing on the day after receipt of a full application. An application is full when all the required information has been received. Terms include the design approval, the amount of the asset payment and any amount to be paid by the SLP or Developer. A self-lay Adoption Agreement is to be issued with the terms. Rejections should fully document the reason for the rejection</p>	£100
<p>Self-lay water for pressure/bacteriological testing provided.</p> <p>Provide a source of supply for pressure and bacteriological testing within (i) 28 days commencing on the day after receipt of a written request or (ii) such longer period as may be agreed with the SLP where there are engineering difficulties /requirements for off-site reinforcement/Schedule 13 WIA 1991 constraints or where the SLP requests an extended period.</p>	£800
<p>Self-lay permanent water supply - provided.</p> <p>Provide a permanent supply connection within 14 days commencing on the day following notification in writing of satisfactory pressure and bacteriological testing of the self-lay mains.</p>	£800
<p>Self-lay vesting certificates issued.</p> <p>Issue vesting certificate and all information for Asset Payments claim (including on part constructed work) within 7 days commencing on the day following notification that the section of main has been connected.</p>	£100
<p>Self-lay Asset Payments issued.</p> <p>Make Asset Payment due on all sections of connected mains within 35 days commencing on the day following receipt of a valid invoice claim by the SLP.</p>	£100