



Supporting
our Developer
Customers



Dŵr Cymru
Welsh Water

Who we are

At Welsh Water, we're different to other water companies. We don't have shareholders and we are owned and managed on behalf of you and the 3 million customers we serve.

Our unique operating model allows us to reinvest in communities, ensuring that our assets are fit for purpose. This also helps us ensure that we can expand our water and wastewater networks to support you with your developments and this is one of our most important business priorities.

Our aim is to earn the trust of our customers every day. So we always strive to be open and honest when it comes to helping new and existing customers to connect to our networks.

Best performing company for WaterUK Levels of Service compared to the other water companies in Wales & England

Deemed as a 'model company' for assurance by the independent auditors for Levels of Service

89%

of our customers say they can trust us to do the right thing

86%

of customers are satisfied with our customer service

Supporting our customers to easily access their contestable market options

Why we are different

Our award winning team have extensive knowledge of the communities we serve and our widespread assets. This helps us to ensure our network can meet the needs of customers for years to come, and we can lay the foundations which will enable us to support your developments and major infrastructure projects now and in the future.

Our in-depth knowledge of legal requirements and regulations specific to Wales, and the adjoining parts of England we serve, allows us to offer sound advice to ensure your development can run smoothly, wherever you are in our area.

We are the first, and most direct, point of contact for all your water and sewerage enquiries and can offer advice at every stage of your project.

We welcome engagement with all of our customers and can tailor these arrangements to suit your needs. This can range from account meetings, to attending our surgery sessions or coming along to our developer forums.

Please get in touch with us at **developer.services@dwrcymru.com** to arrange a meeting or register to attend our next forum.

The support and advice we can offer you



Pre-planning services

Our dedicated planning team is here to offer help and advice. If you are developing a new site or just thinking about it, contact us at the earliest opportunity so that you can make informed decisions on how you wish to proceed with your proposal.

Our services include providing:

- Maps of water mains and public sewers
- Responding to standard drainage and water enquiries
- Pre-development advice and support



Our team stats

117

Team members

40

Engineers

8

Planners

36

Advisors



Water services

- New connections for new homes and businesses
- Self-lay applications for new water mains
- New water mains to serve multiple properties (requisitioning)
- Advice and guidance about developing in the vicinity of water mains
- Alteration or removal of a water main and associated apparatus or lateral drains



Sewerage services

- New connections for new households and businesses
- Requisition of a public sewer and/or lateral drain
- Advice on building close to or over a public sewer or lateral drain
- Alteration or removal of a public sewer and lateral drain
- Adoption of new sewers and lateral drains (including pumping stations)
- Adoption of existing sewers and lateral drains (including pumping stations)
- Closure (abandonment) of a public sewer or lateral drain

An experienced team...

Over the past 12 months we have:

- Laid around 39,000m of new water pipe, diverting water mains and providing supplies for new development sites
- Served an average of 2,000 customers outside of normal working hours, through our website and Interactive Voice Response telephone facility
- Served more than 400 customers every day over the phone, including domestic and developer customers
- Supported over 98% of all housing units that were subject to a planning application
- Seen a 20% increase in compliments from 2016
- Reduced avoidable customer complaints by 61% since 2016.
- Been the best performing company on Levels of service since implementation in April 2015

“ Claire provides excellent communication and is always willing to help. ”

Large Developer, South Wales

“ Nick provides a thoroughly good service. He responds extremely quickly to my emails and the information he provides is very helpful. ”

Large Developer,
South Wales

“ Sophie phoned me back twice as I was having trouble receiving an email link. Then when I had trouble again she stayed on the phone to check I'd received the email and was really helpful and professional. ”

Domestic Customer,
North Wales



Developer Customer Service Commitment

We try really hard to give you a fantastic service, but sometimes things go wrong.

As a company that's owned and managed on behalf of our customers, we go as far as possible to get it right first time, every time. Here's our promise to you when things go wrong. We promise to put it right as quickly as possible and where we fail to meet our Levels of Service we will provide an apology which will include our plans to prevent reoccurrence and make the relevant payment to you as outlined below.

Unless otherwise stated, these payments will be automatically made to you – you don't have to claim them. There may be exceptions which mean for example, where we haven't received all of the information we require it would be impossible for us to meet our Levels of Service.

Water

Measure	Target	Payment (£)
Pre-development Enquiry Reports issued	21 days	50
S45 applications – written acknowledgement sent	5 days	20
S45 Quotations issued	28 days	20
S45 service pipe connection completed	21 days	100
Mains design – written acknowledgement	5 days	20
Mains design <500 plots – Issue of quotation	28 days	100
Mains design >500 plots – Issue of quotation	42 days	100
Mains Construction Complete	90 days	200
Mains diversions – Written acknowledgement	5 days	20
Mains diversions (without constraints) – Issue of quotation	42 days	100
Mains diversions – Construction/commissioning complete	90 days or by agreement	200
Mains diversions (with constraints) – Issue of quotation	By agreement	100

Sewerage

Measure	Target	Payment (£)
Pre-development enquiry – report issued	21 days	50
Sewer requisition – written acknowledgement of application	5 days	20
Sewer requisition – offer issued	Period agreed between undertaker and customer	100
Sewer requisition – constructed and commissioned within agreed extension	180 days	200
Technical vetting of adoptions and diversions – acknowledgement	14 days	20
Technical vetting of adoptions and diversions – notification of approval or rejection	28 days	100
Adoption Legal agreement – draft agreements issued	14 days	50
S106 sewer connection – responses issued	21 days	50

Self-lay

Measure	Target	Payment (£)
DCWW design – point of connection applications – acknowledgement sent	5 days	20
DCWW design – point of connection <500 plots – offer issued	21 days	50
DCWW design – point of connection >500 plots – offer issued	28 days	50
Self-Lay Point – Approval and terms request application written acknowledgement sent	5 days	20
Design and terms request <500 plots – Issue of quotation	14 days	100
Design and terms request >500 plots – Issue of quotation	28 days	100
Signed agreement – acknowledgement sent	5 days	20
Water for pressure/bacteriological testing provided	28 days	50
Permanent water supply provided	14 days	200
Vesting certificates issued	7 days	20
Asset Payments issued	35 days	100
Self-Lay plot connection quotations issued	14 days	20

Note

Payment is made automatically based on the Developer Services WaterUK Levels of Services requirements and will be issued no later than the 15th of the following month.

Get in touch

For more information about any of our services:



dwrcymru.com

Developer.Services@dwrcymru.com



0800 917 2652



Developer Services

Dŵr Cymru Welsh Water

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