Developer forum
April 2025

The forum will start at 9.30am

Housekeeping

There will be a refreshment break at 10:30am and lunch served from 12pm

Toilets can be accessed at any time

You will find copies of the agenda on the table

In case of fire please go to the fire assembly point

Feel free to ask questions throughout; there will be a final Q&A session at the end and a table discussion during the middle of our day

All slides and an updated team contact list are available at the QR code link on the agenda

We've built the agenda around suggested topics but have gone back to some of you directly about more specific issues

Agenda

Time	Topic	Presenter
9:00	*Arrival and refreshments*	
9:30	Welcome, introduction & overview	Ian Wyatt
9:45	Spotlight on key schemes and our contractor partners	Matthew Humphreys
10:00	Phosphates update	Rhys Evans
10:15	In-boundary meter connections	Rhidian Clement
10:30	*Refreshment break*	
10:45	Surface water management	Rhys Evans
11:05	Table discussion	All
11:45	Enhanced relationship with your site teams	Julian Hill
12:00	*Closing remarks, feedback & lunch*	

Our developer forums: then and now

Our challenges for 2025-2030

Need to improve recent performance

Adapting to the consequences of climate change

Contributing to net zero and biodiversity recovery agendas

Ageing legacy asset stock

Responding to better data on environment (e.g. microplastics) and our assets (e.g. SOs)

Consumer, community and societal expectations rising

Key highlights of our 2025-2030 plan

£1.1 billion to reduce the use of storm overflows by 30%
£184 million to reduce nutrient pollution -16% reduction in phosphorus
30% reduction in pollution incidents

24% reduction in leakage and 7% reduction in household water use
£120 million for metering

£168 million expenditure to improve drinking water
57% reduction in customer contacts related to water quality
24% reduction in internal sewer flooding
22% reduction in external flooding

£188 million to increase the resilience of assets
6% reduction in the number of sewer collapses

79% reduction in water supply interruptions

Companies receive penalties for underperforming against targets (and vice versa) through Ofwat's Outcome Delivery Incentive mechanism. Net penalties returned to customers through lower bills.

Other performance measures include:

- Discharge permit compliance
- Drinking Water Inspectorate – compliance risk index (CRI)
- Greenhouse gas emissions
- Sewer flooding
- Customer satisfaction

Our investment for 2025-2030

Total allowed expenditure £6.0bn

Compares to £3.8bn at PR19 (58% increase)

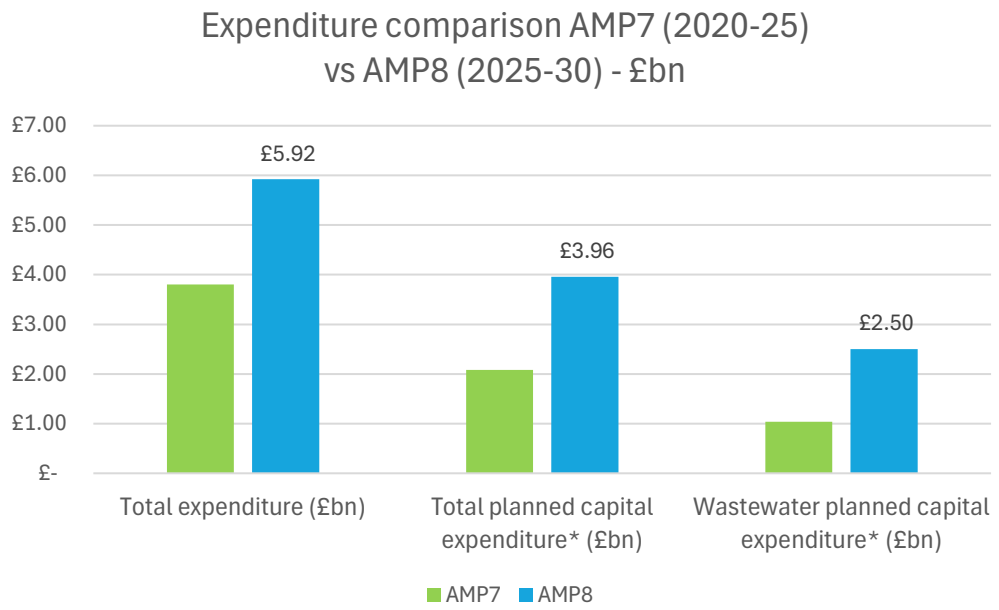
Generational shift in level of investment.

Operating and maintenance expenditure

- Significant increase on PR19 but maintenance and replacement of network remains a challenge
- 1% per annum efficiency challenge imposed
- Ofwat working closely with companies on asset health.

Investment ('enhancement') expenditure

- NEP/WINEP environmental obligations: £1.7 billion – biggest ever plan
- Of this, £1.1 bn programme to tackle storm overflows causing most harm, focused on sensitive rivers
- Other investment to improve reliability of tap water and become more resilient to climate change impacts.



Funding for any enhancement investment schemes not delivered as specified will be returned to customers through Price Control Deliverable (PCD) mechanism managed by Ofwat.

* Figures from Business Plan submitted to Ofwat. Final Determination does not specify share of capex in total expenditure.

Environmental improvement for 2025-2030

- 137 Storm Overflow Schemes- £899m
- 240 sanitary & phosphorus improvement schemes
- 1500 Storm overflow Investigations- £25.6m
- 25 storm tank improvement schemes - £18m
- 31 pass forward flow schemes – £91m

- Storm overflow programme based on minimising environmental harm, not spill numbers
- Prioritising reducing phosphorous in sensitive SAC rivers
- Will achieve targeted level on "fair share" basis by 2032
- 44% of rivers in Wales meet Good Ecological Status compared to 14% in England
- Rivers won't improve without action from other sectors
- Spill numbers are higher in Wales due to comparatively high rainfall and network topography

£2.5bn to protect and enhance our natural environment

£1.1bn to improve storm discharges

This dataset is published reflecting the version of the NEP used in Ofwat's FD for PR24. It does not reflect additional funding by Ofwat at FD for specific actions by DCWW and HD for extra storm overflow improvements. During its delivery in AMP8 the NEP actions may be subject to change.

Developer Measure of Experience (D-MeX)

D-MeX AMP7 (2020-25)

Qualitative 50%
Random quarterly surveys by Ofwat

+

Quantitative 50%
'Pass' or 'fail' on Levels of Service metrics

=

D-MeX score

Out of 100% and within a league table

D-MeX AMP8 (2025-30)

Qualitative 66.6%
Random quarterly surveys by Ofwat

+

Quantitative 33.3%
'Pass' or 'fail' on Levels of Service metrics

=

D-MeX score

Out of 100% and within a league table

D-MeX	2020/21	2021/22	2022/23	2023/24
Score	82.7	83.94	84.68	87.76
Rank	12th	12th	13th	11th

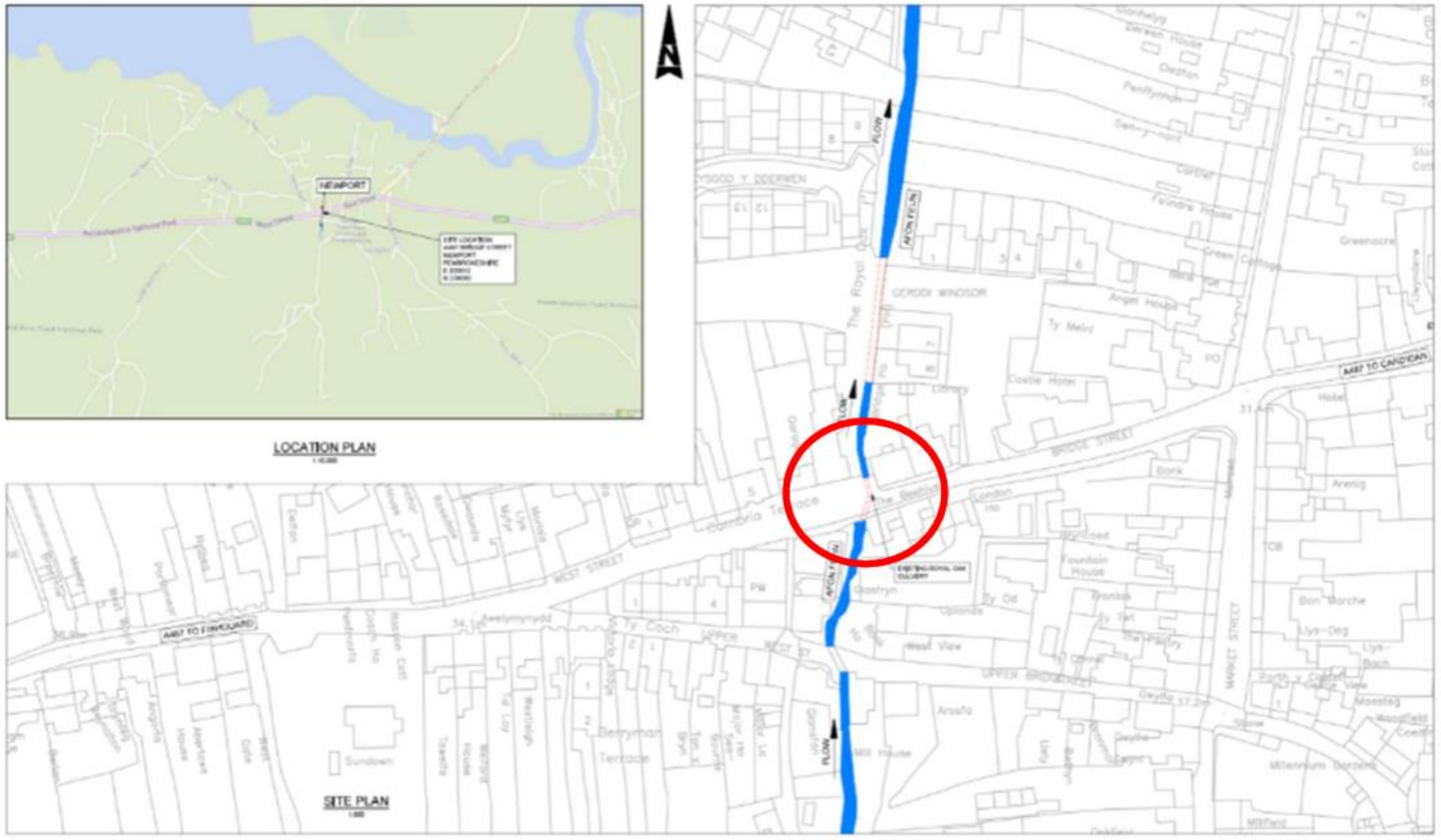
Spotlight on Key Schemes and our Contract Partners
Matthew Humphreys

Royal Oak Culvert

Culvert responsibility of Local Authority.

Culvert was failing and needing replacement

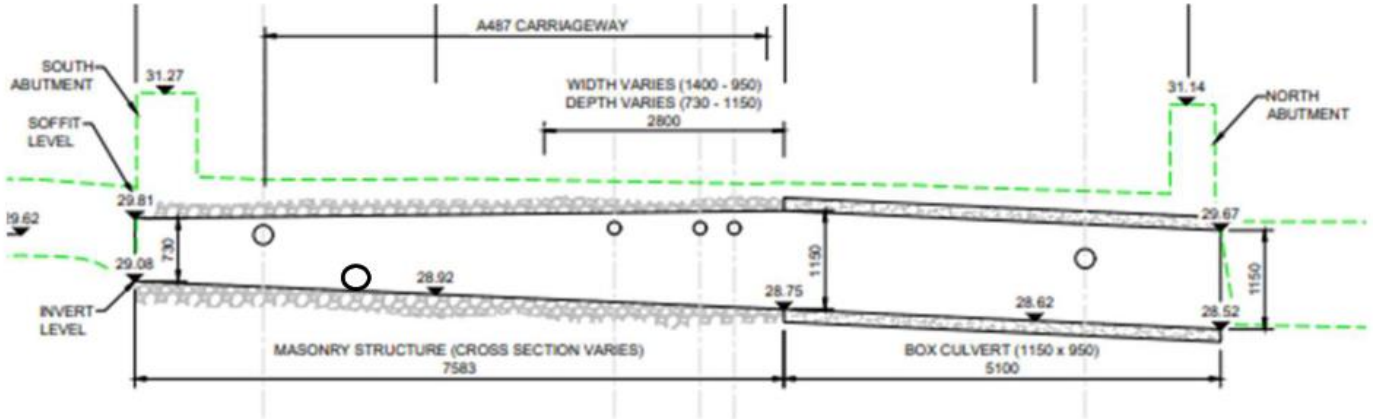
A487 20 C55 – Royal Oak Culvert - Location Plan



Located where Bridge St meets West St (outside the Royal Oak Pub)

Royal Oak Culvert

Existing Culvert



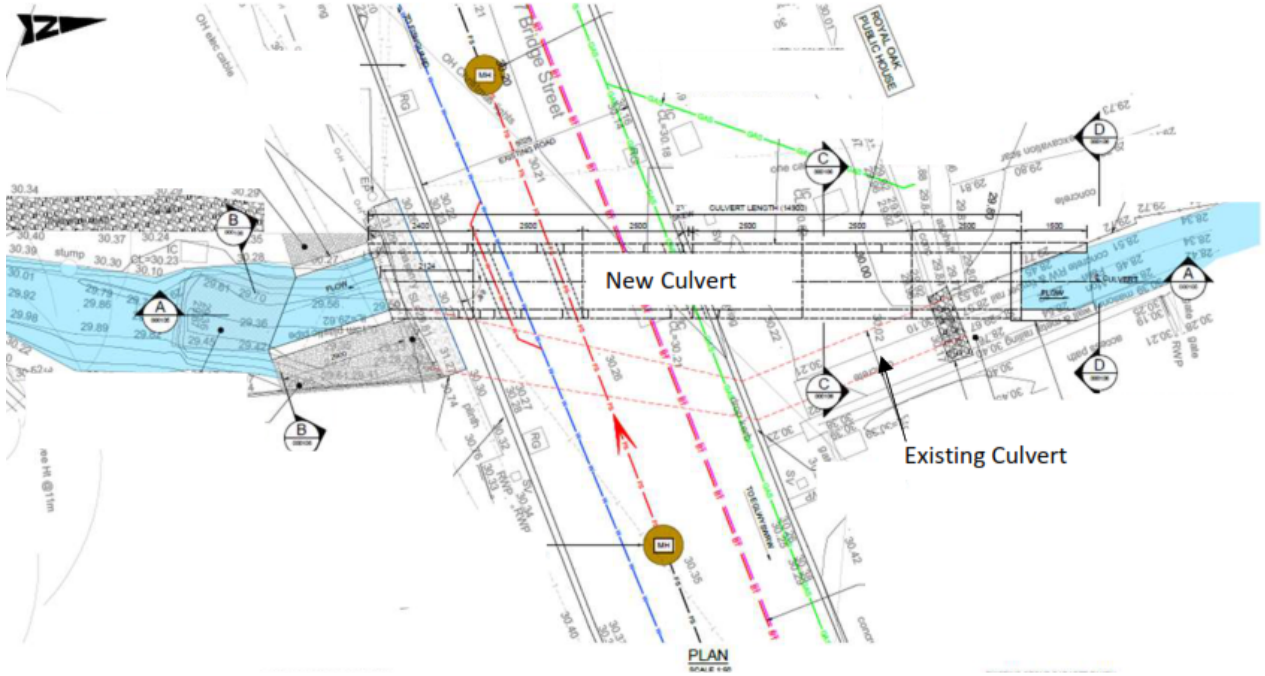
Royal Oak Culvert

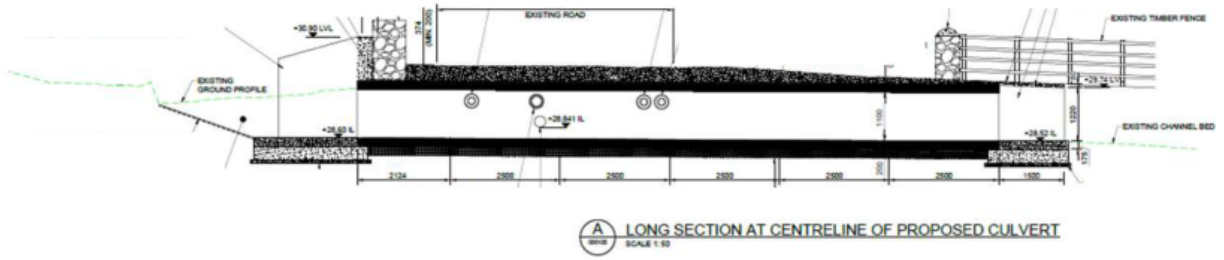
Existing Culvert

- Culvert nearing the end of its life, and has significant defects:
  - Steel sheet soffit severely corroded and misshapen;
  - Stone slabs in soffit misaligned;
  - Scour and undercutting to both abutments;
  - Areas of missing stone to abutments.

Royal Oak Culvert

Proposals for New Culvert





A LONG SECTION AT CENTRELINE OF PROPOSED CULVERT

- Precast box unit sections have been specified because they can be manufactured before we arrive on site, which reduces the programme significantly;
- The alignment has been changed to remove the ‘dog-leg’ shape and enable a better flow of water through the culvert;
- The structure has been moved slightly away from adjacent properties due to buildability constraints;
- The existing culvert will be left in place, but filled in, therefore reducing site programme.

Construction Challenges

- Restricted working area;
  - Close proximity of houses and businesses;
  - limited space for site compound and material storage;
  - limited space to operate plant and machinery;
  - Heavily congested with services both overground and underground;
- No alterative Trunk Roads within this area of Wales severely restricting options for traffic diversions during road closures;
- Disruption for locals within and around Newport, businesses, and Trunk Road Traffic
- Disruption to public services i.e. transport services, refuse collections etc.

Service Works Required

- Openreach (Telecommunications and Internet Services)
  - Permanent diversion of telecommunications chamber, installation of new ducting and new cabling between Market St and Parrog Road;
  - Temporary diversion of telegraph pole and associated overhead telecommunications cables.
- Dwr Cymru (Welsh Water)
  - Temporary diversion of sewer main, to include the installation of 2no. new chambers;
  - Temporary diversion of clean water;
- Wales and West Utilities (Gas)
  - Temporary diversion of Gas Main.

New Culvert – Construction Activities

- Site establishment; compound, welfare and boundary installation;
- Installation of pollution control measures into stream and diversion of stream;
- Excavation to install ground support and expose services;
- Dwr Cymru carry out temporary diversions for foul sewer and fresh water;
- Wales & West Utilities carry out temporary diversion of gas main;
- Prepare ground for installation of culvert. Install culvert;
- Install new ducting through culvert to accommodate services;
- Dwr Cymru install new sewer and water main through ducting and remove temporary diversion of foul sewer and fresh water;
- Wales and West Utilities install new gas pipework through culvert and remove temporary gas main diversion;
- Backfill new culvert, infill existing culvert, and make good surrounding ground;
- Re-surface the A487.

Royal Oak Culvert

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Activity								
Stats diversion works								
Divert watercourse & Prepare Ground								
Install culvert								
Install new stats through culvert & remove diversions								
Construct culvert headwalls & New Parapets								
Demolish/infill exsiting culvert								
Resurfacing, roadmarking and clear site								

Customer feedback

Just wanted to drop you a brief email to say thank you very much for all of your excellent work throughout this project.

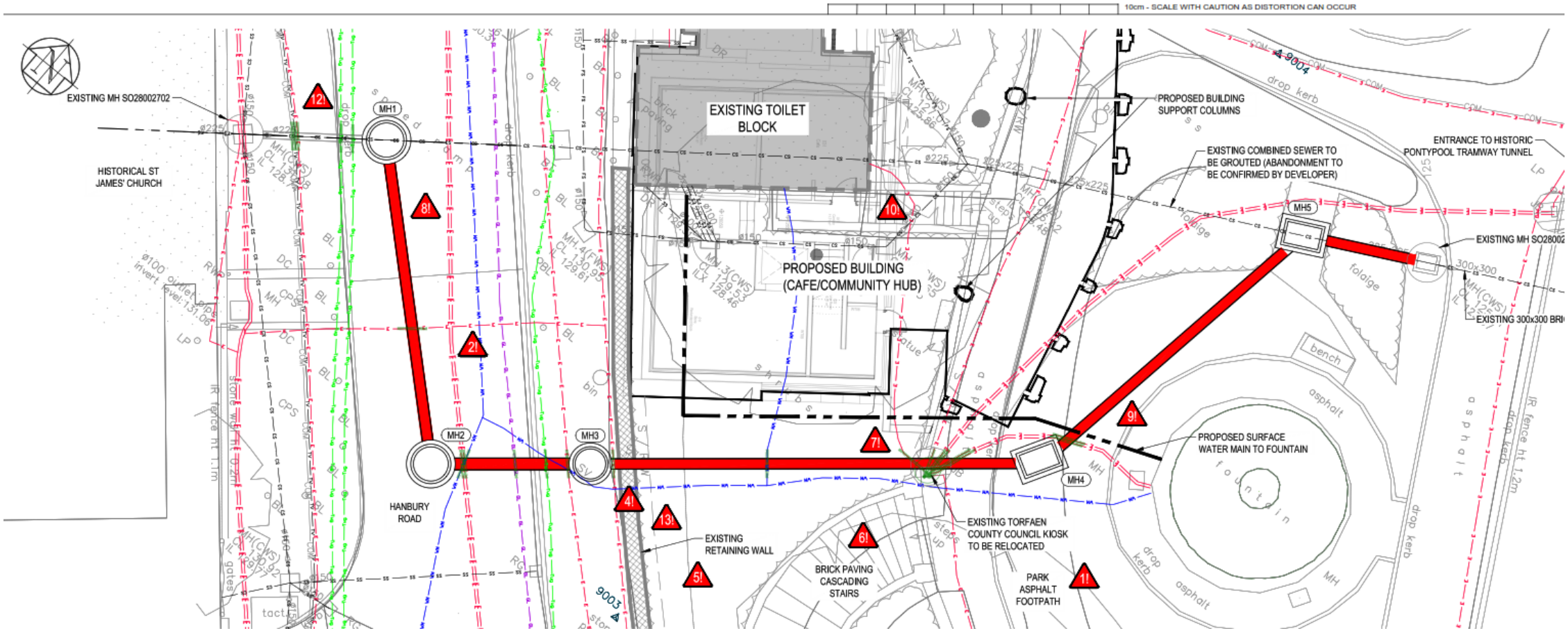
Yourselves and all of your colleagues including the site teams, have been extremely professional throughout the scheme, and your flexibility and quick solutions to issues encountered on site have enabled us to complete the works on programme.

It has been a pleasure to work with you!

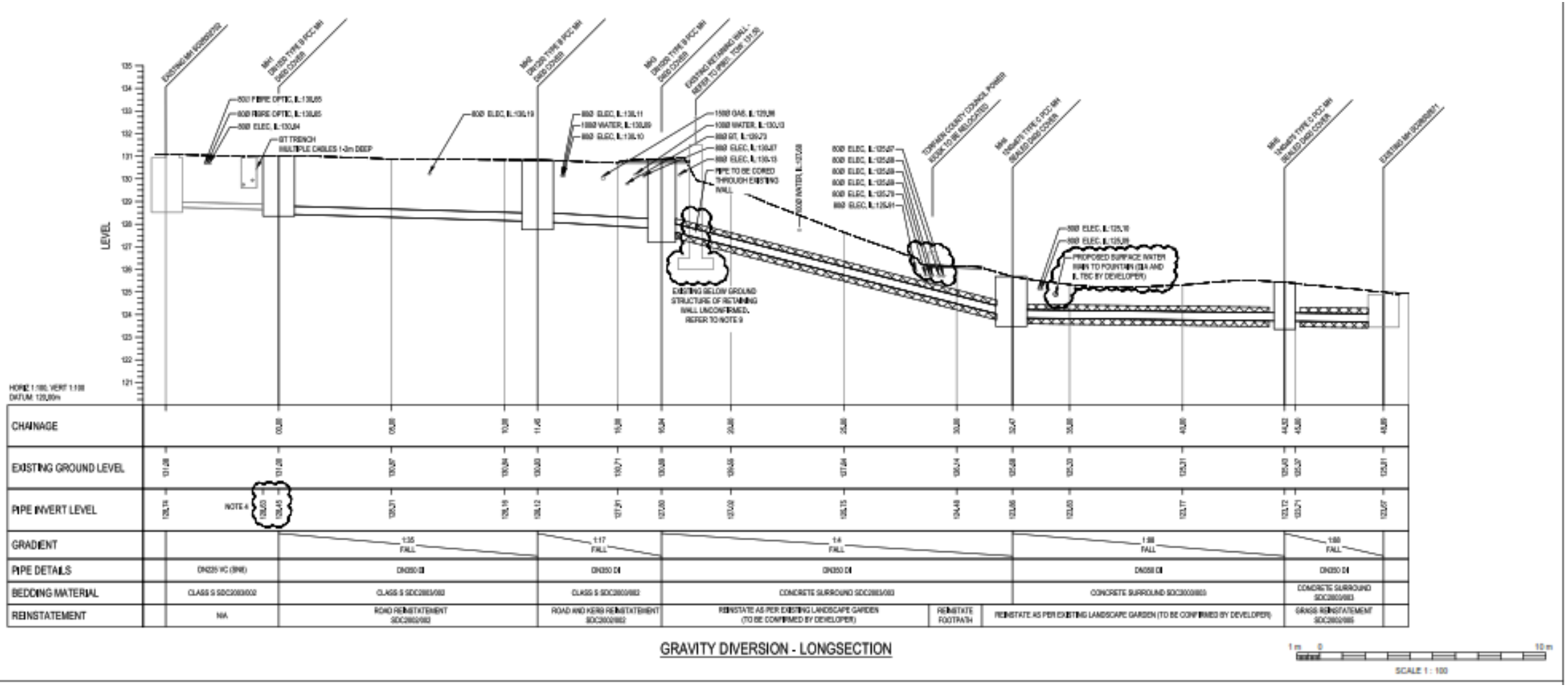
We'll be in contact soon for a de-briefing session/lessons learnt – if you are able to attend we would be most appreciative.

Asiant Cefnffyrdd De Cymru
South Wales Trunk Road Agent

Hanbury Road Sewer Diversion

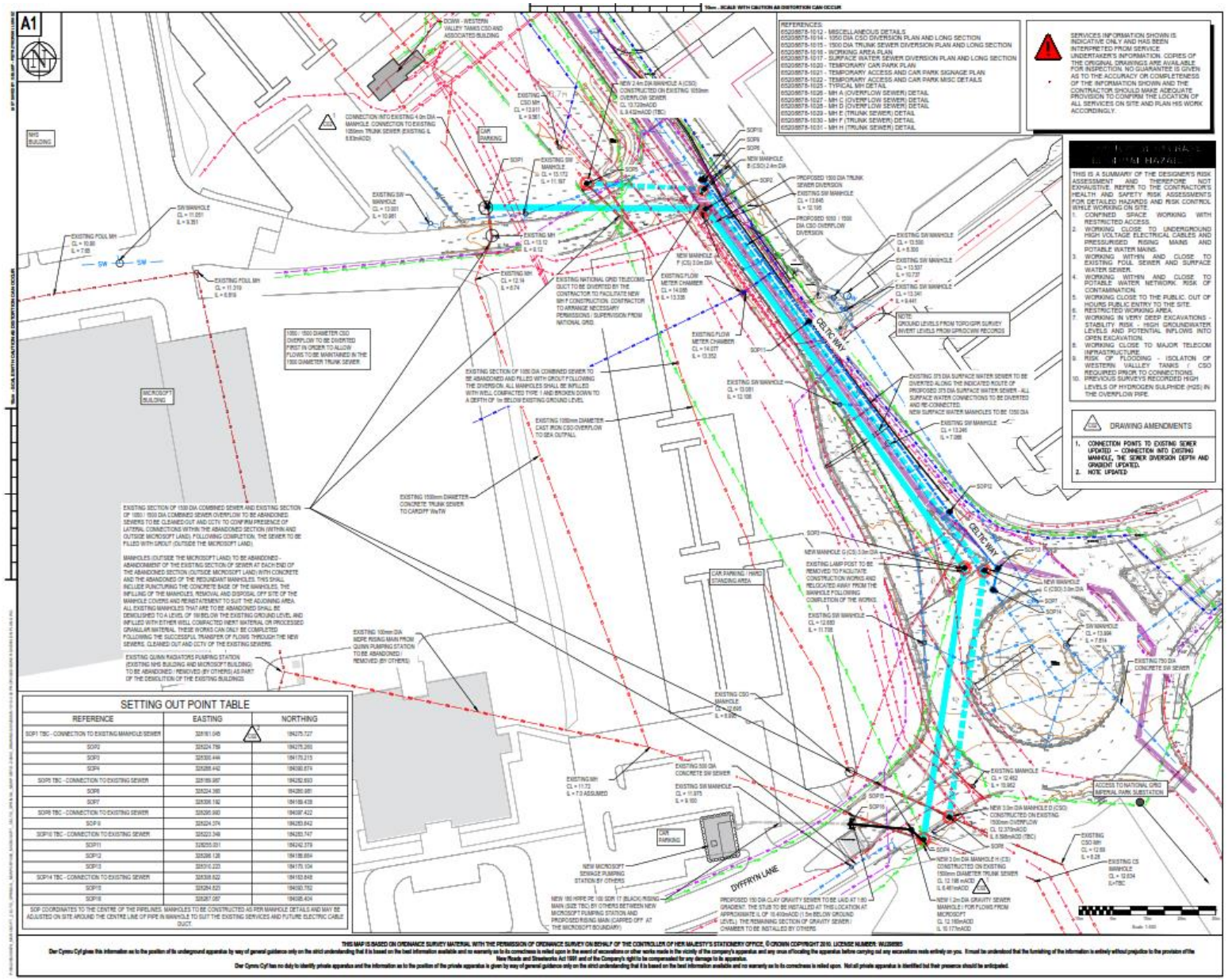


Hanbury Road Sewer Diversion



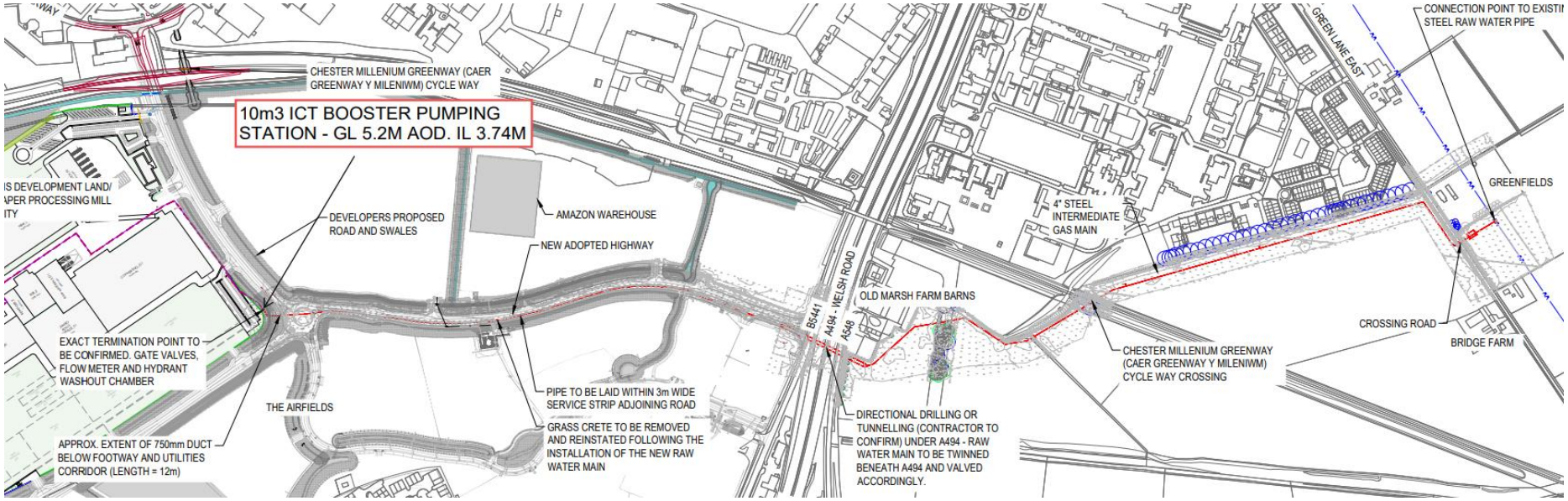
GRAVITY DIVERSION - LONGSECTION

Microsoft Newport – Foul Sewer Diversion



Microsoft Newport – Foul Sewer Diversion

Former Airfields Site Deeside



Toilet tissue manufacturer developing a new paper mill.

- Multinational design team based in Italy, Spain and UK with limited involvement in Wales
- 2km of 400mm raw water main to be laid
- Directional drilling under A494
- 1km of dewatering

Contract Strategy – Developer Services

Current Contracts and Functional Deliverables

Repair and Maintenance New Connections and Metering Developer Services Mains Laying	Pressurised Pipelines	Major / Minor Civils

Future Contracts from November 2025 and Functional Deliverables

Repair and Maintenance	New Connections and Metering	Pressurised Pipelines	Developer Services - Main laying and SLP connections.	Major / Minor Civils

Phosphates Update

Rhys Evans

Final Determination – 19th December 2024

£836m invested in AMP7 on wastewater improvements, including a specific £250m NEP

Additional £100m announced in 2022 – accelerated phosphorus schemes & SO improvements

AMP8 NEP investment (including river quality improvements) set to rise to £1.4bn

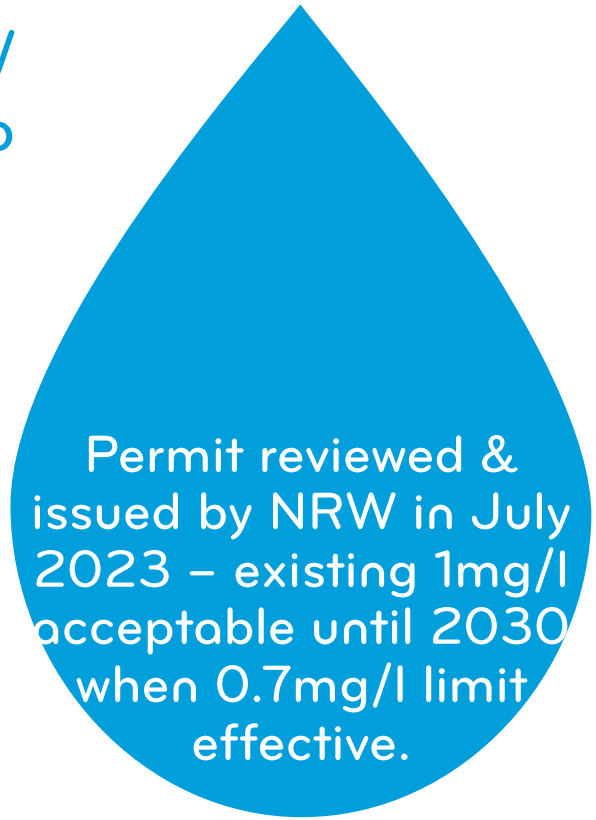
Phosphates Update

- NRW **Review of Permits** exercise complete – sets permit limits and timescales for compliance based on 'fair share' principles
- DCWW **investing significantly in AMP8** to comply with permit limits.
- **By 2030 we expect to have removed at least 90% of our 'fair share'** load across all SAC rivers. Remainder to be completed by 2032.
- **NRW Planning Advice** – where development can be accommodated within permit limit no significant effect can be concluded.
- **We are assessing development** sites via BAU planning app/LDP consultation process.
- We need to assess **phosphorus 'headroom'** alongside our general biological & hydraulic capacity assessment

- Potential for **phosphorus removal schemes** to be accelerated, but there are logistical, resource & operational challenges so not feasible everywhere
- **Other mitigation solutions** may be a short-term option until WwTW schemes completed.

PEDW Holt Road (Wrexham) Appeal

- Appeal on 600 dwellings in Five Fords WwTW catchment which drains to the River Dee SAC.



- Foul water disposal and the potential implications of phosphorus discharges into the failing SAC being considered by Inspector.

- WwTW currently operating at 0.4mg/l and capacity of approximately 3,000 homes within 0.7mg/l limit.
- Capacity within phosphate permit to accommodate the development

PEDW Holt Road (Wrexham) Appeal

PEDW Position

Requested specific evidence from LPA & NRW demonstrating with certainty that:

- The proposed development will be nutrient neutral; or
- Net increases in P load will be balanced by reductions from other measures (RoP / Agriculture etc).

NRW Response

NRW issued letter in response 4th Feb following their assessment,

- Development will increase phosphate load to the SAC and therefore cannot be considered nutrient neutral.
- RoP requirements and measures from other sectors to reduce phosphates in Dee SAC doesn't go far enough to offset increases from the development.
- NRW assessment determined that a conclusion of no significant affects can't be reached.

Inspector considering NRWs submission.

Next Steps

- Appeal for 1 dwelling in Flintshire recently dismissed draining to Dee SAC.
- Inspector concluded that there is insufficient evidence that measures in agricultural sector would deliver necessary reductions in phosphorous.
- DCWW continuing to engage with NRW and the LPA to understand position.
- Providing further performance and modelling information to support NRW's assessment.

In-Boundary Meter Connections
Rhidian Clement

New Water Connections Customer Feedback

"You Said"

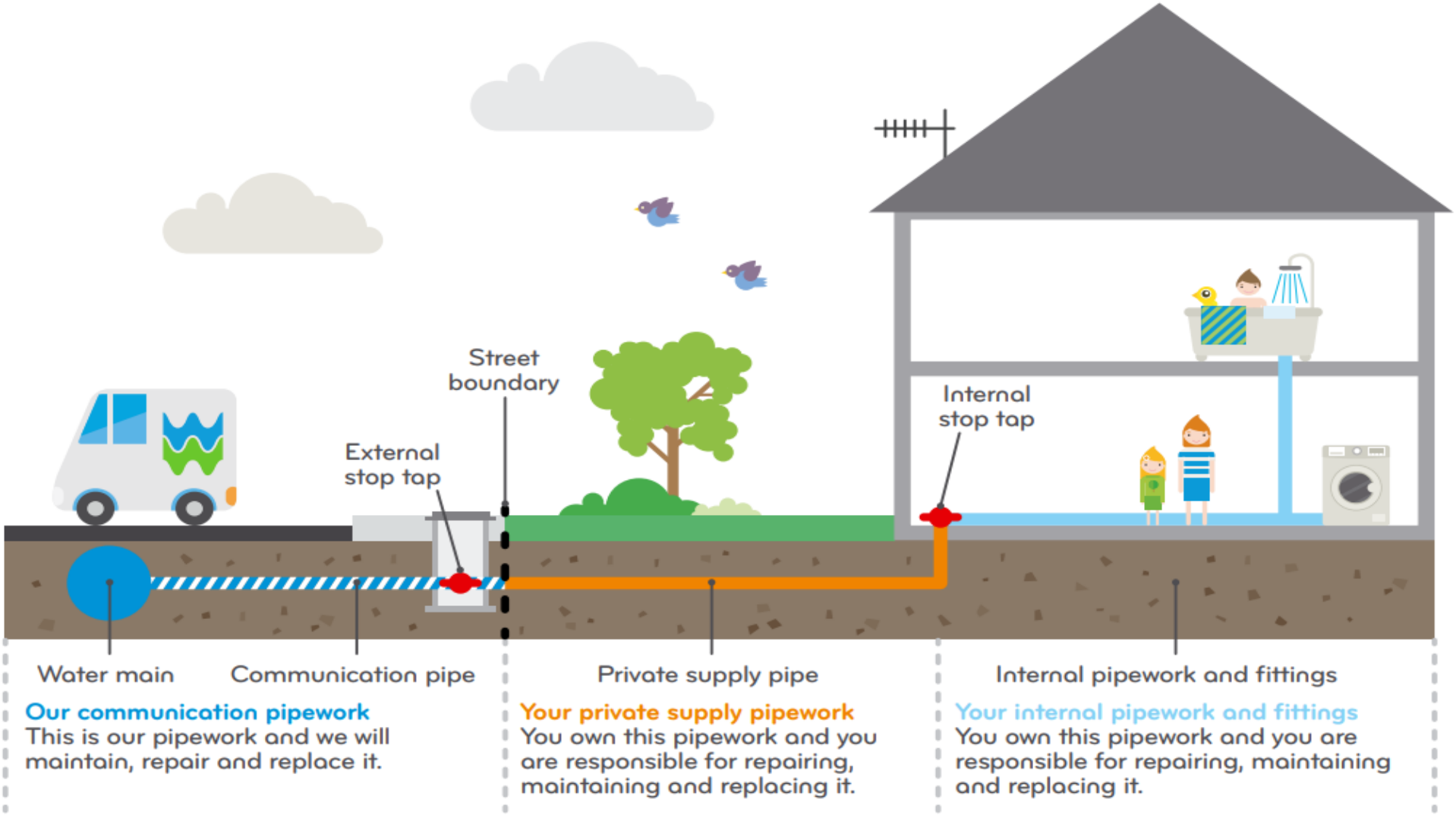
- Expensive
- Shorter Timescales
- Simplify process

New Water Connections Response

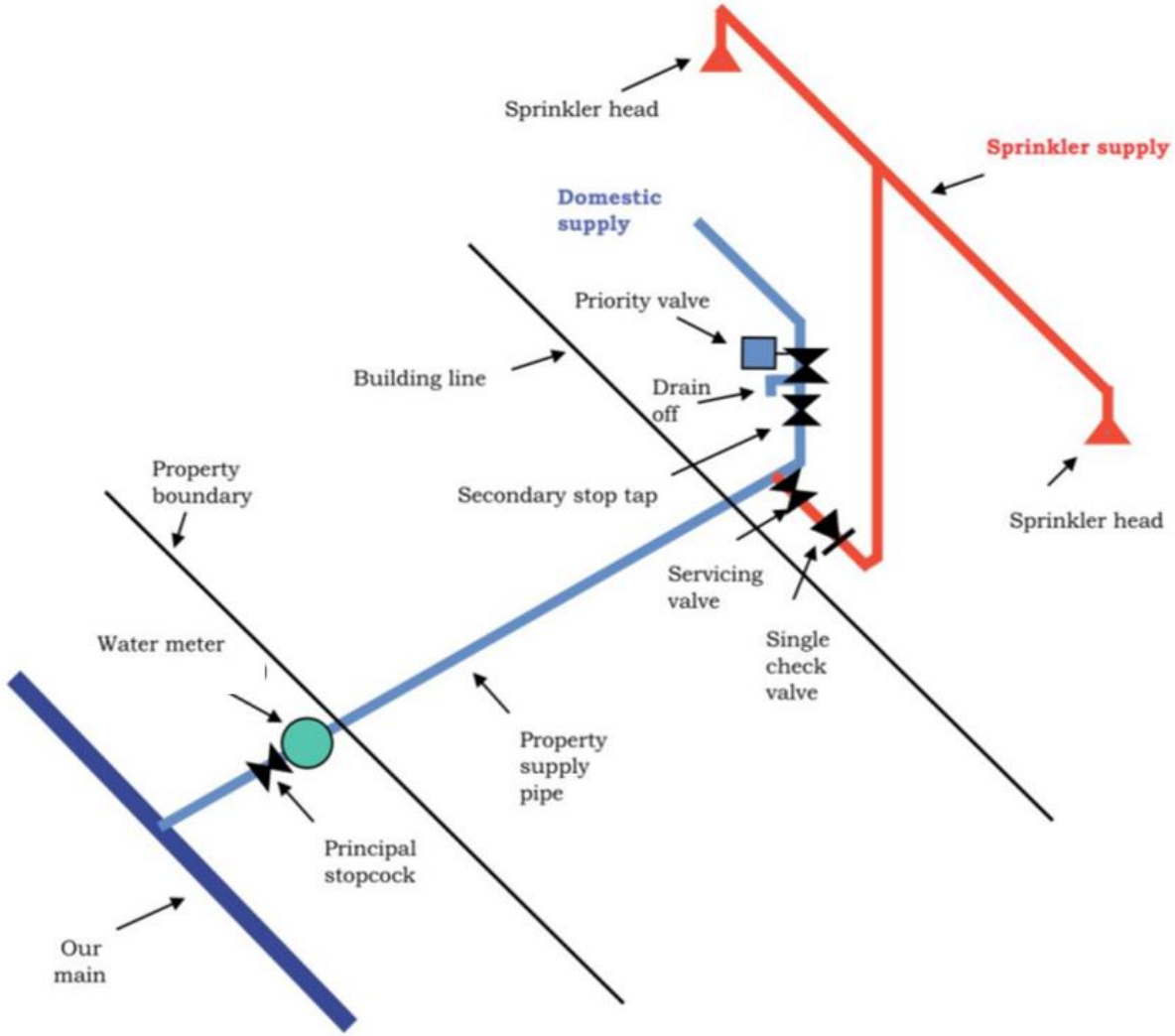
"We are"

- Delivering an alternative new water connection option
- Could make delivery far quicker
- Costs should reduce

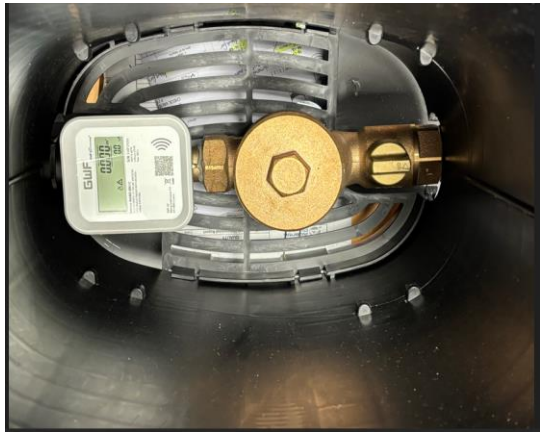
Current new water connection arrangements



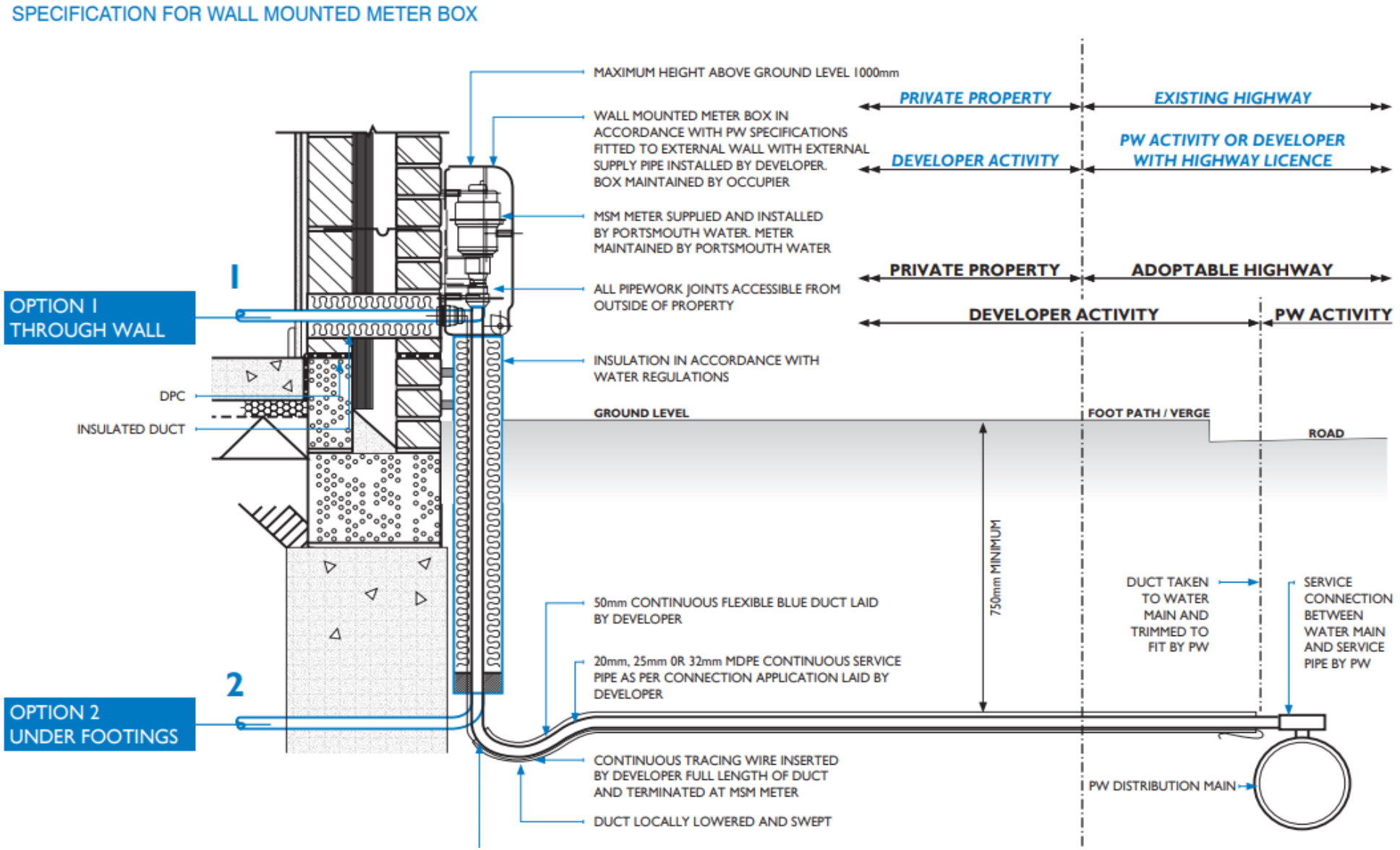
Current new water connection arrangements



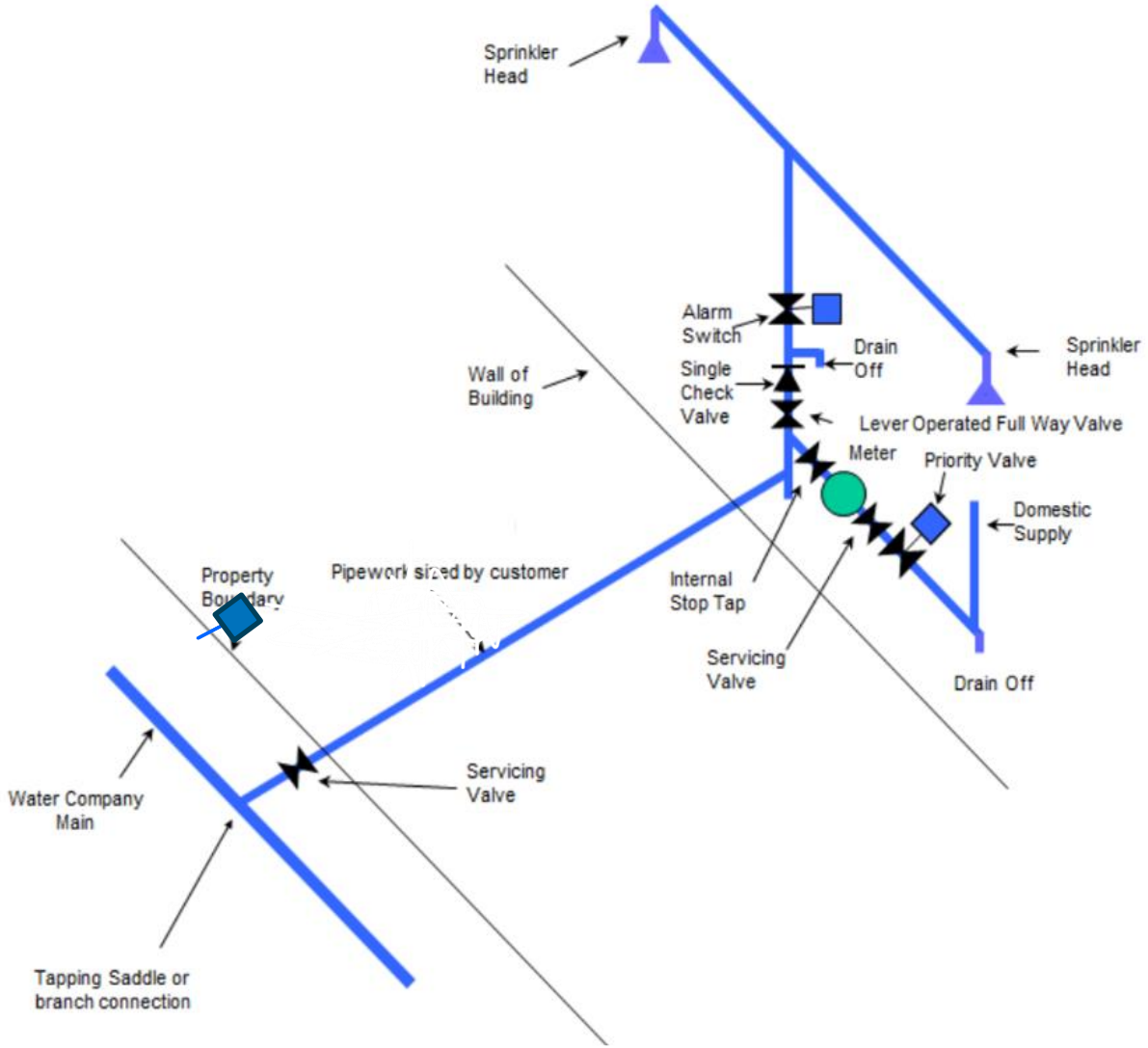
Domestic
Fire
Sprinkler
Boundary
Box



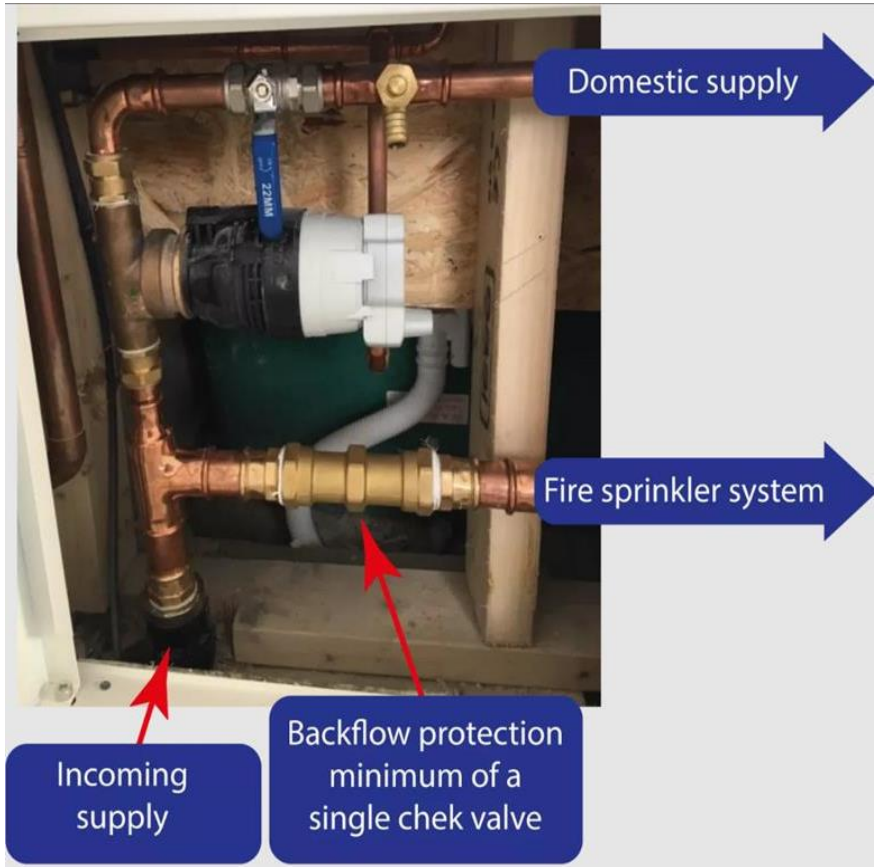
In-Boundary new water connection arrangements



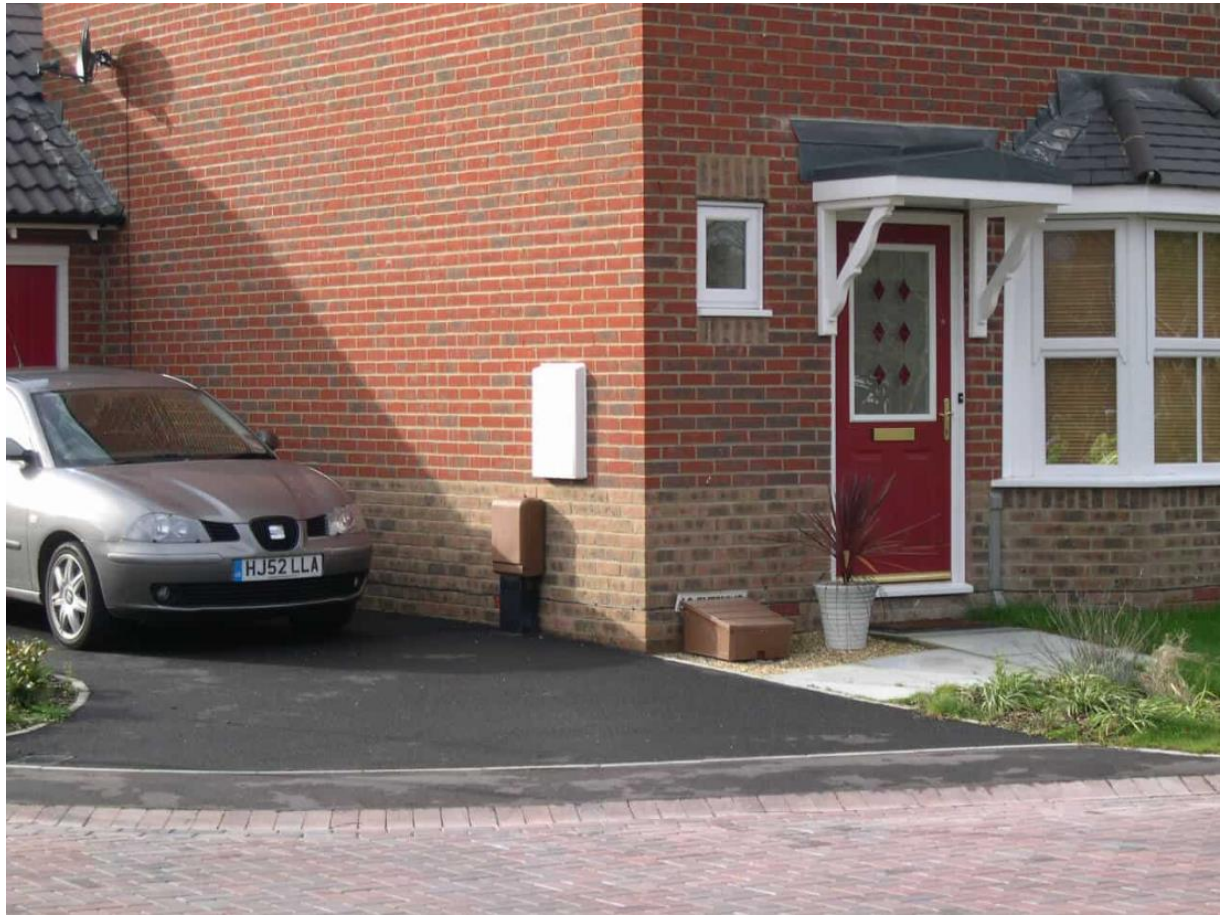
In-Boundary new water connection arrangements



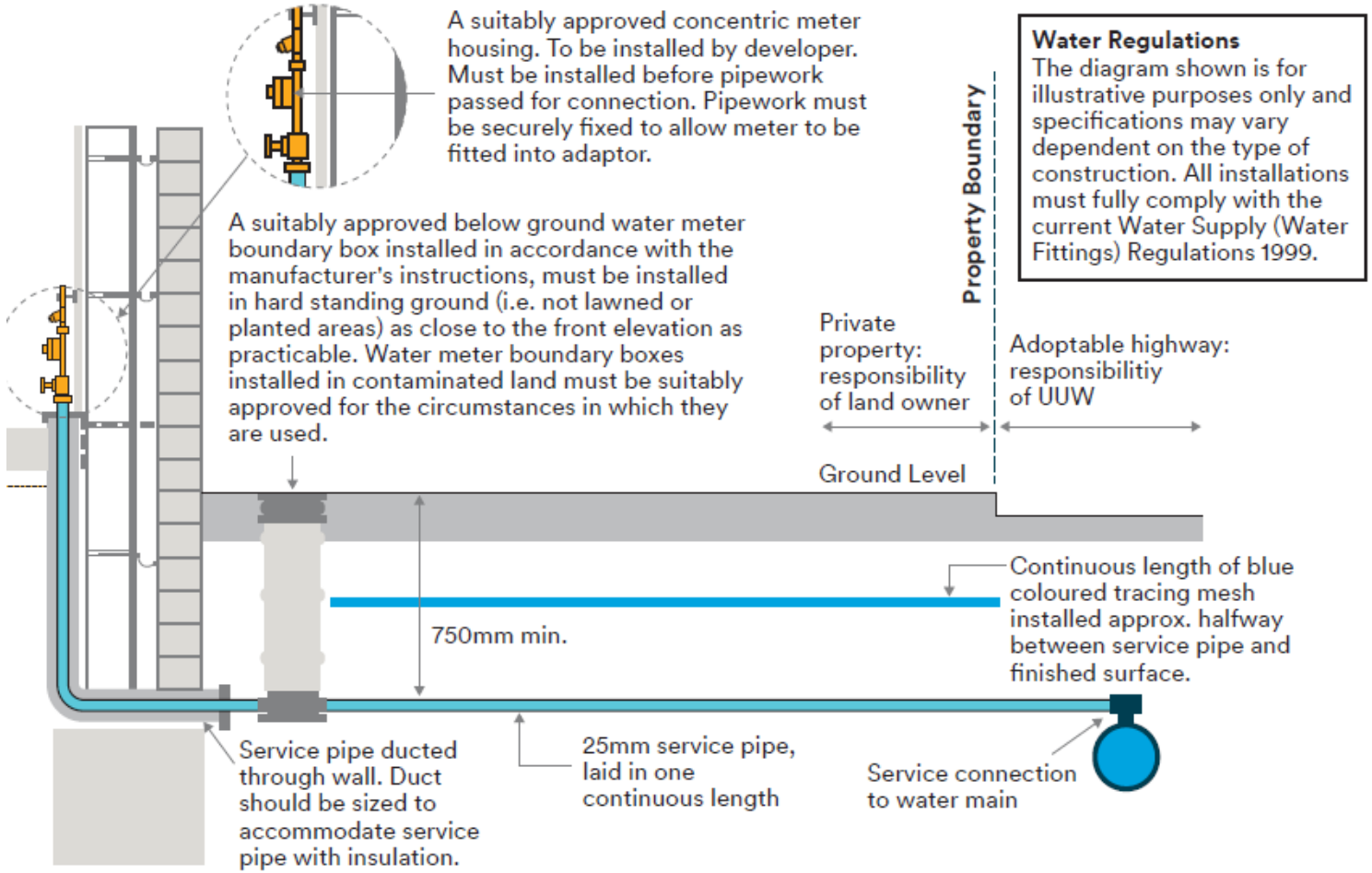
General Installation Arrangement of In-Boundary Meter



Meter Box on External Wall



Meter Box Inside Property



Water Regulations
The diagram shown is for illustrative purposes only and specifications may vary dependent on the type of construction. All installations must fully comply with the current Water Supply (Water Fittings) Regulations 1999.

Benefits of In-Boundary New Connections

1. **Easier Access for Maintenance**: Wall-mounted installations allow for quick and easy access during maintenance tasks.
2. **Improved Health and Safety**: By reducing excavation work, in-boundary connections enhance health and safety.
3. **Lower Repair and Maintenance Costs**: Efficient processes associated with in-boundary connections lead to lower repair and maintenance costs.
4. **Enhanced Pressure & Flow**: We should see head losses minimised to support direct fed Domestic Fire Systems where this is your chosen option.
5. **Efficient Meter Reading**: Above-ground installations make meter reading more efficient.
6. **Reduced Connection Costs**: Less material usage, reduced excavation should result in reduced connection costs

Next Steps.....

- Stakeholder Engagement and Communication
- Utilise best practice by working with other water companies
- Once the In-boundary new connection is in place we hope to be able to withdraw the current domestic fire sprinkler connection
- We hope to deliver the In-boundary option by the end of this year....

Refreshment break

See you at 10.45am

Surface Water Management

Rhys Evans

Water Quality & Surface Water Challenges

Our environmental performance is under increased scrutiny – particularly where new development is proposed (phosphates, Flow Pass Forward Sewer Overflows).

AMP8 (2025-30) investment focusses on addressing our key challenges and long-term objectives,

- Delivering on our regulatory performance requirements;
- Adapting our networks to climate change to better cope with high volumes of rainwater in our sewers;
- Protect our rivers and seas;
- Particular focus on SO spills for which we have significant penalties if we fail to meet targets;
- Continuing our excellent record in supporting development by ensuring capacity is reserved in the vast majority of instances for foul flows.

Connection of surface water to our system goes against these objectives.

Our role and legal duties

- **Statutory consultee in Planning and SAB as of March 2016 and January 2019;**

... in accordance with the DMPO 2016 and Sch3 of the F&WMA 2010 as an interested party.

- **Planning application & SAB consultations (21 days);**

... assessments undertaken in compliance with planning policy and the statutory SuDS standards.

- **Formal pre-planning service & statutory (2D) pre-application consultations (21 & 28 days);**

... not a statutory consultee to SAB pre-app service.

- **Section 106 applications (under the WIA 1991) for new sewerage connections (21 days);**

... S106A for surface water connections.

- **Mandatory S104 foul sewer adoption – Welsh Ministers Standards for Gravity Sewers;**

... S106B for foul water connections.

- **Planning exemptions & transitional arrangements for S104 surface water sewer adoptions;**

... less than 100sqm or granted/applied for detailed planning permission prior to 7th January 2019.

- **Duty to comply with sewer requisition;**

...S98 powers to requisition the provision of a public sewer.

Schedule 3

- Since January 2019, development of 1+ building or construction area of 100m2+ must include Sustainable Drainage Systems (SuDS).
- Promote of the sustainable management of surface water to reduce risk of flooding and protection of the environment.
- In line with SuDS standard, developers must explore and fully exhaust all surface water drainage options in accordance with hierarchical approach
- Consent from the SuDS Approval Body (SAB) within Local Authorities must be in place before any works commence.
- Welsh Water a Statutory Consultee in the process

S1 – Surface water runoff destination

- Priority Level 1 – Surface water runoff is collected for use
- Priority Level 2 - Surface water runoff is infiltrated to ground
- Priority Level 3 – Surface water runoff is discharged to a surface water body
- Priority Level 4 – Surface water runoff is discharged to a surface water sewer, highway drain or another drainage system
- Priority Level 5 – Surface water runoff is discharged to a combined sewer

DCWW Review

- Since 2019 we have relied on SAB as the determining body to implement the hierarchy and only approve applications to sewerage network once all alternatives exhausted and appropriate SAB consent in place.
- Owing to heightened environmental challenges we have undertaken a detailed assessment of recent SAB consultations.
- Examples identified that the hierarchy is not being exhausted and as a result pressure is being applied on us to allow a combined sewer connection.

Examples

Redevelopment of 200 homes

- Majority of site to drain SW flows to watercourse
- Parcel would need to be pumped to watercourse and therefore discounted due to cost
- SAB approval based on combined connection at 100 l/s
- DCWW investigations identified culvert near development discharging to watercourse. Likelihood that existing site currently drains there.

Local Authority owned new 3G sports pitch

LPA pointing their consultants to us to agree a combined connection. DCWW investigations identified SW drain directly outside site.

Demolition and rebuild of commercial building in City Centre

- SAB considered hierarchy exhausted
- Following DCWW challenging developer confirmed known highway drain near site
- Option discounted owing to maintenance issues impacting their ability to survey highway drain

New dwelling

Highway Authority and SAB promoting a surface water connection to the combined due to poor condition of the publicly maintained highway drain.

DCWW Position

- Position not changed
- We are not refusing S106 connection applications where SAB consent in place
- Acknowledge that combined connection is a consideration when SAB considered hierarchy exhausted but not where is would result in flooding or environmental harm
- Challenging developers and SAB where it is considered alternative more sustainable methods not fully explored
- In the interest of ensuring SuDS legislation and guidance is implemented correctly
- Protecting customers from flooding, the environment and supporting new development
- Protecting water bill payers and developer customers from having to fund avoidable asset upgrades
- Committed to working will all parties to deliver best outcomes

Table discussion

Topic 1: Surface water management

- What are the enablers and blockers preventing you from finding the alternative to connection to sewer?
- What are the barriers to sustainably managing surface water via hierarchical approach?
- What are your experiences of SABs with achieving this objective?

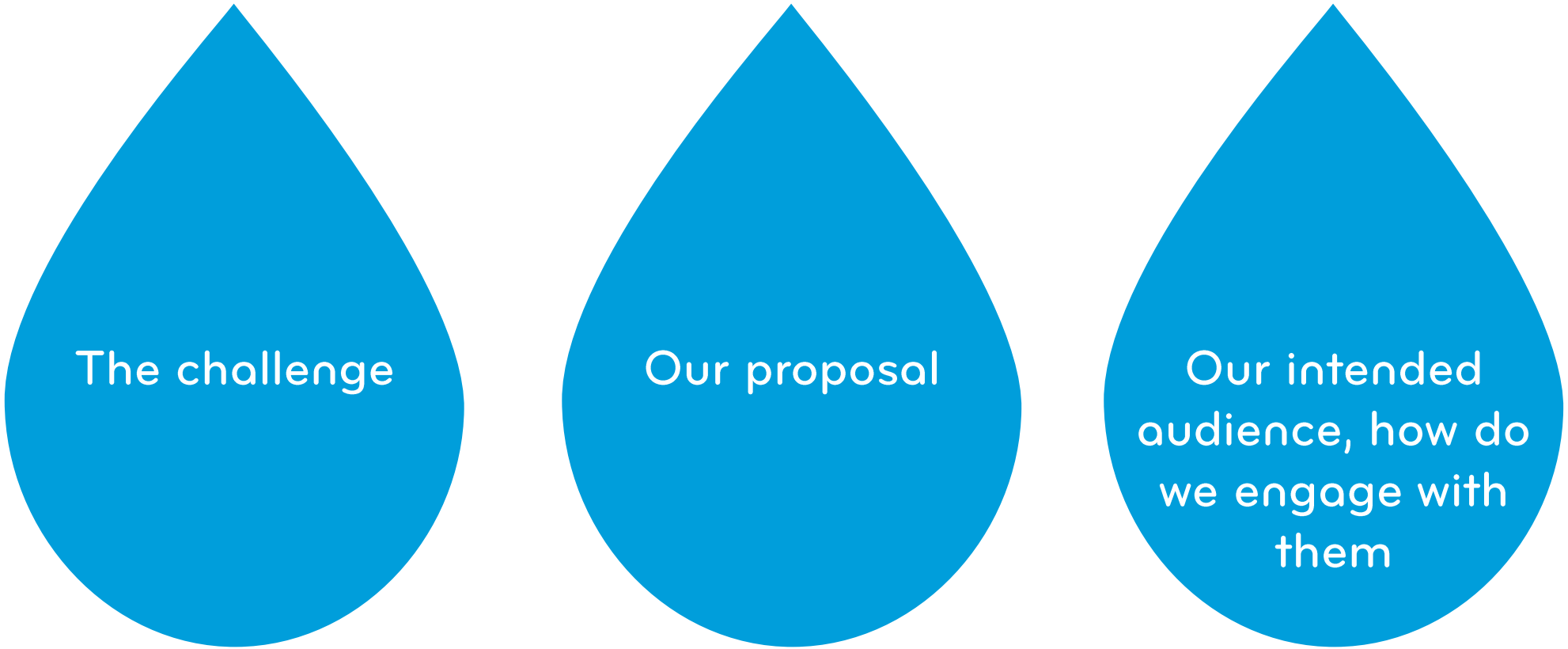
Topic 2: New in-boundary meter connection and removing DFS

- What are the issues we need to be aware of to help make the process of moving from DFS connection to in-boundary connections seamless?

Enhanced Relationships with your Site Teams

Julian Hill

Enhanced relationships with your site teams



The challenge

- Our communication has consistently improved over many years, via Developer Services Forums, Monthly Liaison Meetings. In most instances, we know who to contact. The same cannot be said for site.
- The majority of our interactions focus on the very early stages of a new development, up until the commencement of works starting on site.
- In a typical situation, the next time we communicate is when the site is nearly finished with a proportion units sold, and a problem has arisen which is frustrating its completion.

The challenge

Apologies in advance for the following negative observations -

- Fixing issues at the end of process, after customers have moved in and your utility contractors have left site, is always more difficult and costly. This is neither appreciated nor a concern by site in our general experience.
- Our relationships with your site-based teams remains our collective "weakest link".
- No two organisations are setup the same, each has a differing reliance on its supply chain to interact with Welsh Water.
- Many customers leave it to their contractor to engage with us directly, this often does not happen and in some instances has been intentionally frustrated leaving commercial risks with you.
- Your site staff are predominately focused on buildings and not infrastructure; Welsh Water has historically focused on processing your applications, not your sites.
- We need your support and direction on how we collectively fix this.

Our proposal

- We are changing the emphasis on site visits to a proactive basis as opposed to responding reactively to a contact from your site.
- Greater support for site-based colleagues from our office-based teams.
- Site controllers must complete a report setting out when they intend to return to site, in every instance.
- On larger sites, our engineers must attend an initial site start meeting with our site controller.
- We often attend site to see a sewerage, water or existing assets in isolation. Our visits from the initial site start, will encompass every element of our interaction where relevant.

Our proposal

Developer Customers Benefits

- Earlier identification of problems and avoidance or reduction of disruptive remedial works.
- Feedback on the performance of your contractor. You are often left to address their poor workmanship long after they have left site and the resultant financial exposure.
- Promotion of new initiatives and process which support the delivery of infrastructure.
- Earlier release of surety and adoption, leading to a reduction in legacy sites with outstanding agreements and ongoing maintenance responsibilities.
- Property sales are not frustrated by compliance issues (missing consents or agreements).

Welsh Water Benefits

- If we are preset, we can help identify issues before they become problems. This aids the efficiency of the whole process.
- We can alert you to poor or unsafe contractor performance when encountered. Poorly performing contractors, will not want to engage with us.
- Trench inspection accreditation for example, this benefits site and Welsh Water.
- The older the site, the more occupations, the more disruption, inefficiency, cost and disgruntled homeowning customers that we both must deal with.
- Developer Service also delivers Drainage and Water Searches for your customers.

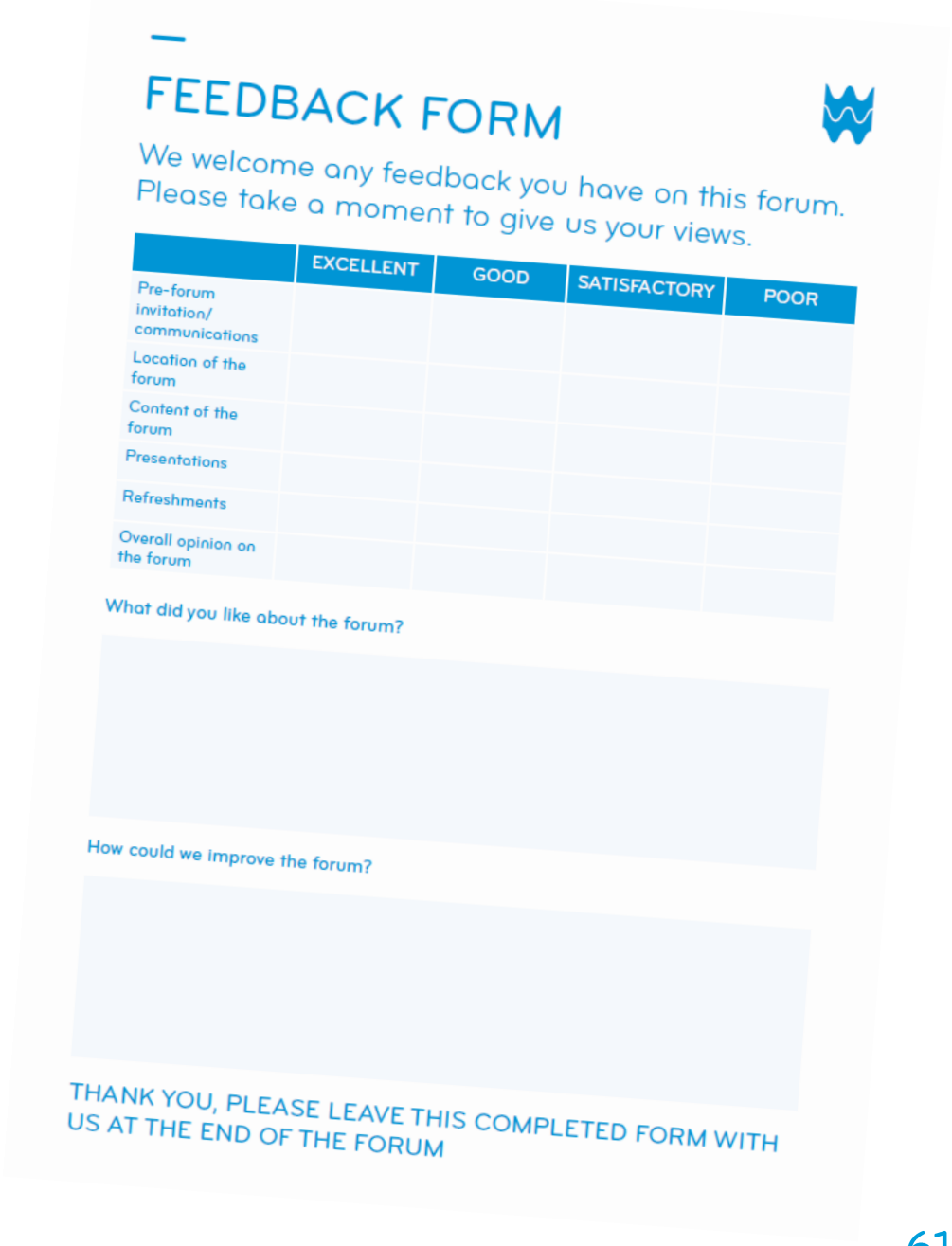
Our intended audience how do we engage with them

- Who do we need to speak to in your respective organisations, we need your feedback and support?
- We'd ideally like to meet a group of your construction (production) managers to understand how this would best work for your company.
- We're also happy to address this on a site-by-site basis.
- Please share any ideas or contacts that you have in this event's feedback forms.
- We will also pick this up via our regular liaison meetings.
- We intend to proactively engage with customers, starting with the largest users of our services first.

Final questions and closing remarks

Thank you | *Diolch*

We'd be grateful if you could complete our feedback survey that is in your pack. Please return this along with your badge to Kate when you leave.



FEEDBACK FORM

We welcome any feedback you have on this forum. Please take a moment to give us your views.

	EXCELLENT	GOOD	SATISFACTORY	POOR
Pre-forum invitation/ communications				
Location of the forum				
Content of the forum				
Presentations				
Refreshments				
Overall opinion on the forum				

What did you like about the forum?

How could we improve the forum?

THANK YOU, PLEASE LEAVE THIS COMPLETED FORM WITH US AT THE END OF THE FORUM