

Our performance standards.



Water UK reference	Performance standard (as defined by Water UK and measured in calendar days)	Our target in calendar days	What we'll do if we fail to meet the target
W19.1	<p>Self-lay point of connection applications – written acknowledgement</p> <p>A written acknowledgement of the application to be issued within a period of 5 days commencing on the day after receipt of the application confirming either that the application is complete or, if not, requesting the missing information.</p>	5	If you contact us to say we've missed the target, we'll investigate and call you to explain the next steps.
W20.1	<p>Self-lay point of connection report <500 plots – report issued</p> <p>A point of connection report to be issued within a period of 21 days commencing on either (i) the day after receipt of a full application or (ii) if an incomplete application on the day after all the required information has been received.</p> <p>An application is full when all the required information and any required payment have been received. A point of connection enquiry includes any necessary network modelling.</p>	21	<p>If you contact us to say we've missed the target, we'll investigate. If we've missed the target, and it's not for reasons outside our control, we'll:</p> <ul style="list-style-type: none"> • Pay £100 if the delay has been 8 to 14 days or • Pay £200 if the delay has been 15 days or more <p>There will be a payment limit of £200.</p>
W21.1	<p>Self-lay point of connection >500 plots – report issued</p> <p>A point of connection report to be issued within a period of 28 days commencing either (i) on the day after receipt of a full application or (ii) if an incomplete application on the day after all the required information has been received. An application is full when all the required information and any required payment have been received. A point of connection enquiry includes any necessary network modelling.</p>	28	<p>If you contact us to say we've missed the target, we'll investigate. If we've missed the target, and it's not for reasons outside our control, we'll:</p> <ul style="list-style-type: none"> • Pay £100 if the delay has been 8 to 14 days or • Pay £200 if the delay has been 15 days or more <p>There will be a payment limit of £200.</p>
W22.1	<p>Self-lay design approval and terms request application – written acknowledgement</p> <p>A written acknowledgement of the application to be issued within a period of 5 days commencing on the day after receipt of the application, confirming either that the application is complete or, if not, requesting the missing information.</p>	5	If you contact us to say we've missed the target, we'll investigate and call you to explain the next steps.

<p>W23.1</p>	<p>Self-lay design and terms request <500 plots – quotation</p> <p>Written terms to be issued within a period of 14 days commencing on the days after receipt of a full application.</p> <p>An application is full when all the required information has been received.</p> <p>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.</p> <p>Rejections should fully document the reasons for the rejection.</p>	<p>14</p>	<p>If you contact us to say we've missed the target, we'll investigate. If we've missed the target, and it's not for reasons outside our control, we'll:</p> <ul style="list-style-type: none"> • Pay £100 if the delay has been 8 to 14 days or • Pay £200 if the delay has been 15 days or more <p>There will be a payment limit of £200.</p>
<p>W24.1</p>	<p>Self-lay design and terms request >500 plots – quotation</p> <p>Written terms to be issued within a period of either (i) 28 days commencing on the days after receipt of request or (ii) such longer period as may be agreed with the SLP where there are engineering difficulties / requirement for off-site reinforcement / Schedule 13 Water Industry Act 1991 constraints or where the SLP request an extended period.</p> <p>An application is full when all the required information has been received.</p> <p>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.</p>	<p>28 (or longer by agreement)</p>	<p>If you contact us to say we've missed the target, we'll investigate. If we've missed the target, and it's not for reasons outside our control, we'll:</p> <ul style="list-style-type: none"> • Pay £100 if the delay has been 8 to 14 days or • Pay £200 if the delay has been 15 days or more <p>There will be a payment limit of £200.</p>
<p>W25.1</p>	<p>Self-lay signed agreement – acknowledgement</p> <p>A written acknowledgement to be issued to the SLP within a period of 5 days commencing on the day after receipt of the signed agreement.</p>	<p>5</p>	<p>If you contact us to say we've missed the target, we'll investigate and call you to explain the next steps.</p>
<p>W26.1</p>	<p>Self-lay water pressure/bacteriological testing – provided</p> <p>Provide a source of supply for pressure and bacteriological testing within either (i) 28 days commencing on the day after receipt of written request or (ii) such longer period as may be agreed with the SLP where there are engineering difficulties / requirement for off-site reinforcement / Schedule 13 Water Industry Act 1991 constraints or where the SLP requests an extended period.</p>	<p>28 (or longer by agreement)</p>	<p>If you contact us to say we've missed the target, we'll investigate. If we've missed the target, and it's not for reasons outside our control, we'll pay £100 for a missed appointment.</p>

<p>W27.1</p>	<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-laid mains.</p>	<p>14</p>	<p>If you contact us to say we've missed the target, we'll investigate. If we've missed the target, and it's not for reasons outside our control, we'll pay £100 for a missed appointment.</p>
<p>W28.1</p>	<p>Self-lay vesting certificates – issued</p> <p>Issue vesting certificate and all information for asset payment claim (including on part constructed work) within 7 days commencing on the day following written notification that the section of main has been connected.</p>	<p>7</p>	<p>If you contact us to say we've missed the target, we'll investigate and call you to explain the next steps.</p>
<p>W29.1</p>	<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 valid invoice claim by the SLP.</p>	<p>35</p>	<p>If you contact us to say we've missed the target, we'll investigate and call you to explain the next steps.</p>
<p>W30.1</p>	<p>Self-lay plot references and costing details - issued</p> <p>Issue plot reference information and costing details within 14 days commencing on the day following written notification of connection call-off by the SLP.</p> <p>Costing details to specify all charges payable on each service connection, including infrastructure charges, and the costs associated with the provision of meters and any other fittings being procured from the water company.</p>	<p>14</p>	<p>If you contact us to say we've missed the target, we'll investigate and call you to explain the next steps.</p>