

# ON TAP

## Affinity Water Newsletter



Welcome to our April newsletter!

### NEW DELIVERY PARTNER - NETWORK PLUS

Since our January newsletter, we've been continuing the work towards enhancing our performance for our customers. As part of this, we have built a new partnership with Network Plus, who will be taking on the delivery aspects for developer services in the Central Region. We're really pleased with how the transition is going and feel this is a great opportunity to transform the service on the ground.

### NEW CONNECTION CHARGES 2021/22

On April 1st we moved into the new financial years charging arrangements. We had been in a transition state since 1st February and cost advice issued between 1st February and 31st March will continue to be valid for 180 days should you still wish to move forward under the old charging arrangements.

Following a successful consultation which was completed in 2020, we have made a number of changes to our charges with the intention to simplify and enhance our offering to our customers.

This year, we have also created a [summary of charges document](#) which is a handy reference guide for our charges. It is a condensed version of the charges arrangements if you ever need to quickly check and self-serve information relating to our charges.

You may also see that we have updated our cost advice documents following customer feedback. We've now provided more context relating to the option to self-lay, and simplified the structure of the document where possible. We hope that the changes we make have a positive impact on your experience with us.

All of our charges information can be found on Our Charges [webpage](#)

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## PIPELINE FOR 2021

2021 is proving to be another busy year and we are committed to supporting our customers through it. We have a lot going on and want to share some updates in a few key areas: -

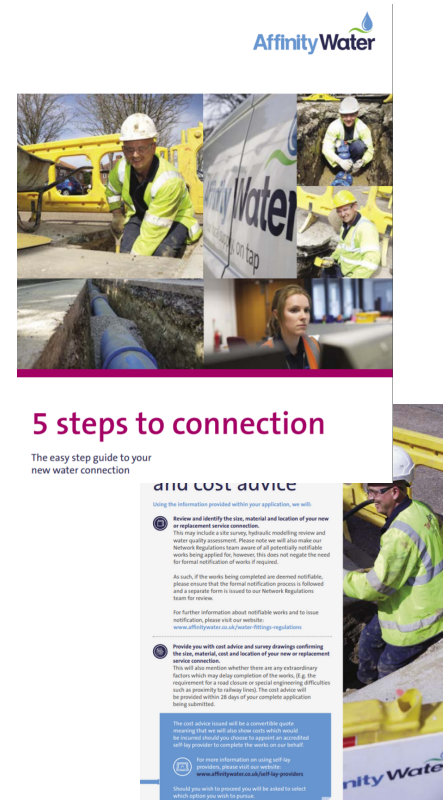
### WEBSITE ENHANCEMENTS

Throughout April, we have published a number of new guidance documents on our Developer Services website. We have given our new connections section a refresh as well as adding a new **'5 Steps to Connection' guide**.

We've created a [video](#) which gives customers a really good insight into the connection process from application through to completing construction.

We have also refreshed our guidance on requirements for plot construction readiness, including [how to lay your pipework](#) and approved plumber certificates. You can find more info [here](#).

We will be continuing to review and update others areas of our website so look out for more changes in our next newsletter!



### OUR ONLINE PORTAL

We have continued to make changes and enhancements on our online customer portal and application forms to support our customers journey with Developer Services. Since March 2020 we have introduced over 30 new customer requirements based on your feedback. Our latest release includes the following enhancements:

- Messages Function - In the Customer Portal will now be displayed as an 'Email Inbox' style feature. This will allow you to expand on selected messages whilst also maintaining visibility of other messages. You will know right away which messages require a response.
- "My Questions" - we have replaces 'Enquiries' with 'My Questions'. 'My Questions' will allow you to keep track of any and all questions you've asked which will be received by one of our agents.
- Search - to speed things up, on the Customer Portal homepage we have introduced a 'Search' box. All you need to do is enter your DS Reference Number and your application will pop up straight away.
- For Self-Lay customers, to ensure your connection is as smooth as possible, Affinity Water will now accept the Req03/04 "Commencement of Connections" form in the portal. You will be able to notify Affinity Water of completion via the Req05.

## NJUG REMINDER

It is important that when constructing your developments and laying utilities that you adhere to the National Joint Utilities Group (NJUG) Guidance. You must ensure that pipework is laid at the correct depth, that pipework is spaced correctly, pipework is correctly colour coded, and is the correct materials.

NJUG is critical to the Health and Safety of your teams and ours. Following NJUG avoids future damage to utilities including strikes.

If any pipework is laid incorrectly, it will need to be laid again for Affinity Water to adopt the pipework.

For more information, see the [NJUG Guidance Document](#)



Examples of incorrectly laid pipework. Above - Gas main laid above water main  
Below - live electricity cable over the main



## PLOT COMPLETION

Following completion of your service connection, Affinity Water will enter the property into our Billing database ready for the new owners to activate their account. If a Self-Lay provider is fitting the meter, it is really important that we have all the relevant information back into Affinity Water within 3 working days. We require the meter information along with the new postal address. You can submit this on our portal using our handy REQ Form process.

This information is important to ensuring we can accurately bill the new homeowners and avoid additional costs incurred by collecting the information ourselves.

## OUR CUSTOMER ENGAGEMENT EVENT

We will be holding a customer engagement event on the 23rd June. If you have not had an invite to this and are interested in attending, please contact Jordan Scott: [Jordan.scott@affinitywater.co.uk](mailto:Jordan.scott@affinitywater.co.uk). We want the event to be based on what you want to hear about so please let us know if you have any topics you wish us to cover.



## YOUR FEEDBACK

Over the past 12 months, we have focussed on improving on the engagement with our customers. We want this to continue but to ensure that the information we share and improvements we make are still relevant, please do get in touch to let us know [ds@affinitywater.co.uk](mailto:ds@affinitywater.co.uk)

# Thank You