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Affinity Water Newsletter



Welcome to our first customer newsletter of 2021!

We would like to wish everyone a Happy New Year and hope that you are all staying safe and well during this time.

We've started the new year with the ambition to build on the engagement we have with our customers and with this in mind, we'll be sending a customer newsletter each quarter, identifying some hot topics to make you aware of. If you have any suggestions for topics, please do get in contact via ds@affinitywater.co.uk.

CODES FOR ADOPTION

The 1st January 2021 marks the introduction of the new industry wide Codes for Adoption process and we wanted to take the opportunity to update you on what we've been working on at Affinity Water.

We have produced our Design & Construction Specification which provides you guidance and standards on how to operate and work on our network.

In addition, our Annual Contestability Summary is live and contains information on contestable and non-contestable activities. This will be updated each year and is an easy way to see which activities are contestable for self-lay providers (SLPs). We've also published a number of supporting documents, process maps and local practices as per the requirements under the Codes for Adoption.

All of this information can be found on our codes for adoption website page here - <https://www.affinitywater.co.uk/developing/adoption-codes>

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FEEDBACK

We have spent a lot of time ensuring that the information we've provided is in line with the new codes and the supplementary Water UK guidance, and that it is also transparent and easy to understand for our SLPs. However, we understand that the introduction of the new codes for adoption may mean you have some queries. We are happy to respond to all questions individually and will also build up a frequently asked questions document which we can share with all customers on our website, so please do feedback on the information we have produced.

PIPELINE FOR 2021

2021 is going 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

In March, we will publish a new landing page for the Self Lay section of our website, which will incorporate the stages of the codes for adoption process and contain information required for each of the individual stages along with links to FAQ's and documents you may find useful. We're also working on customer friendly process videos, to quickly and easily show our customers what a developer services journey might look like.

Our Online Portal

We have spent a lot of time over the past few months re-engaging our customers regarding the usability of our online portal. Some of you may have been involved in the user experience interviews we held. Our aim now is to translate the useful feedback we received into targeted system upgrades and we will keep you updated on how this is progressing. In particular, some of the areas we are focusing on are as follows:

- Making the chat functionality more accessible throughout the journey
- Improving our payment process
- Review of mandatory information
- Automatic invoice generation
- Review journeys based on customer persona
- Signing documents online

Charges

We will be publishing our 21/22 charges at the end of this month which will be available on our website and transitional arrangements will commence from 1st February. We'll be providing dual quotes from this date. This means that for applications received between 1st February 2021 and 31st March 2021 in respect of site specific work to be carried out on or after 1st April 2021, developers and self-lay providers will be able to choose whether they wish to be charged on the 2020/21 charges or the new 2021/22 charges.

Our Customer Engagement Event

We will be holding a customer engagement event at the end of February to update you on some areas like the upcoming new charges, as well as open the floor up to you all. If you have not had an invite to this and are interested in attending, Please contact Jordan Scott: Jordan.scott@affinitywater.co.uk

THANKYOU

We hope that you found this newsletter edition useful. If you have any feedback or queries, please get in touch - ds@affinitywater.co.uk