

# ON TAP

## Affinity Water Developer Services Newsletter



### Welcome to our November newsletter!

This newsletter updates you on what has been happening since August as well as sharing some key messages of interest. We are gearing up for a busy time on the run up to Christmas (we cannot believe it is November!) as well as continuing our journey of transformation. We really hope you are seeing the improvements being made, but we encourage you to reach out with any suggestions as we want to work with you to identify opportunities to make this work better for all.

### Goodbye From Amy

Having joined Affinity Water as Interim Head of Developer Services in July 2020, it is time for me to hand over to a new, permanent Head of Developer Services. It has been a fantastic 18 months, and I have been privileged to be part of a team on an exciting transformation journey where I have been able to oversee some real improvements for our developer customers.

I am very pleased to share that Gareth Barker will join Affinity Water on 22nd November as Head of Developer Services. Gareth has 20 years experience working for Anglian Water, and most of his time has been spent in the Development Services department there. I am certain that Gareth will continue to build on the improvements we've made so far, and I look forward to seeing Affinity Water go from strength to strength under his leadership. I'll remain on hand within Affinity Water until Christmas to ensure a smooth transition.

Thank you for all your support and engagement over these past 18 months.

### New Connections Alternative Application Process

On the 27th October, we began a trial where customers can request additional support when going through the new connections application process. The trial will allow customers to flag when they need support in completing their application form, which will trigger one of our team to contact the customer, discuss their project and fill the application form out on their behalf. This will streamline the application submission process, meaning we will be able to issue a cost advice and design document sooner than the current timeframes we work to, and be able to accept the application upon first submission.

At the moment this trial is for connections to existing mains only, however we will assess its benefit for a wider roll out following the completion of the trial.

For more information about this trial, please watch the short video on the right of this page -->

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NEW CONNECTIONS APPLICATION TRIAL

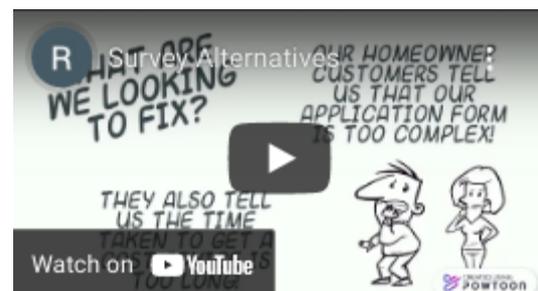
PRE-CONSTRUCTION INFORMATION

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## Pre-Construction Information (PCI)

CDM regulations require that construction Clients provide every Designer and Contractor appointed, (or being considered for appointment) with appropriate pre-construction information (PCI) as soon as is practicable. This should be provided to us as Designers/Contractors before works commence. The amount of detail required from you should be sufficient to ensure that significant risks have been highlighted to us, as well as those risks that could not be reasonably anticipated so that we can ensure controls are in place and our workers are not exposed to any unnecessary risks when working on your site. This also ensures that our Designers/Contractor partners can consider the PCI provided by yourselves when compiling or modifying our new water mains/services designs, completing our own Safe Systems Of Works and eventually completing the construction works on your site.

This is any information relevant to the construction work and includes information about:

- The project
- Planning and management of the project
- Health and Safety hazards including design and construction hazards and how these are being controlled
- Information in any existing Health and Safety file

We'd like to remind all our customers, where this applies, to provide this information upfront to your Assistant Project Manager as soon as possible when applying for activities with us.

## 2022/23 New Connection Charges

We held an engagement event on 6th October 2021, where we shared our initial plans for our 22/23 charges and we would like to take this opportunity to remind you of our open call for responses to our charging consultation which can be found [here](#).

It is crucial for us to hear your views and comments on our proposed changes to help shape our thinking and ensure our charges for next year reflect what is important to you. There are several ways you can share those with us; either via a written response sent to [charges@affinitywater.co.uk](mailto:charges@affinitywater.co.uk) or via our digital response form accessed using this link or the QR code below. If you would like to respond to our consultation, please ensure you have done so by 5pm on 5th November 2021. We will publish a decision towards the end of November 2021.



Scan me with your smartphone to access our digital response form, or, if you prefer, simply send written responses to our mailbox - [charges@affinitywater.co.uk](mailto:charges@affinitywater.co.uk)

## Christmas & New Year Embargo

Leading up to, and over, the Christmas and New Year period, many local authorities place an embargo on work being carried out in streets and areas around busy shopping centres and town centres. This means it may not be possible for us to undertake new connections works in the same timescales as we normally would. When you are ready for a connection, please contact us as soon as possible so we can check any embargoes in your area and agree on an installation date with you.

We are sorry for any inconvenience this may cause.



## Our Next Customer Engagement Event

We will be holding our [next customer engagement event on the 8th February 2022](#). In our October event we gave updates on our performance, discussed our proposed approach to 2022/23 new connection charges, had a guest speaker from our Water Demand Management Project Team and held an interactive section for customers to discuss questions with topic (charges, transformation and operations) experts. Following feedback from you all, we are holding this event virtually again in February.

We'll be sending out a survey to ask for your input into the agenda ahead of our event on the 8th February, so please do feed in anything you would like to see.

We've had really positive feedback from these sessions and we are eager to see even more of our customers joining them! **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).**

## Get to know us...

### Beth Venis - Charging Compliance Manager



#### How long have you worked at Affinity Water?

I started in September – so not very long! Although, I have been in the water industry for about five years with a focus on customer charging and innovation.

#### Tell us about your role...

As Developer Services Charging Manager, I am responsible for determining compliance of our annual new connections charges to the latest rules, guidance and deadlines set by our regulator whilst building a simple, effective charging structure that is reflective of our customers' needs. As I settle into the role, I will look to support the department by providing additional financial tracking and analysis, and coaching our wider team on new connections charging to improve our customer service performance and delivery.

#### What do you enjoy most about your job?

There's so much to enjoy - it's interesting, challenging and varied; but the best part so far is that my role has allowed me to connect with a great range of new, different, and wonderful people. Safe to say this is something I've missed over the last year or so.

#### What's your favourite TV boxset?

I'm currently making my way through Sons of Anarchy and Vikings (no spoilers please!) – they came highly recommended and are absolutely brilliant.

#### If you could go anywhere in the world, where would it be?

I remember reading a series of books during secondary school whose supporting character was from Russia and ever since I've wanted to go there. To see, explore and hopefully understand a little more about a very different culture steeped in history would be a phenomenal experience.

#### What's on your playlist?

Throwbacks to those grungy teenage years mixed with mostly rock and metal genres. I'm very excited about seeing Asking Alexandria, I Prevail and Dream State next year (fingers crossed for no more postponements!).

#### If you could learn to do anything, what would it be?

Definitely rollerblading or roller-skating (for the extra nostalgia factor) - I'm thinking Venice Beach, California cruising. Although, the fear of face planting the pavement is proving to be quite the deterrent...

**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](mailto:ds@affinitywater.co.uk)