

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 |
|--------------------|---|--------------------------------|---|
| S5.1 | <p>Technical vetting of adoption & diversions – acknowledgement</p> <p>A written acknowledgement of the application will be issued within a period of 14 days, commencing on the day after receipt of the application, confirming either that the application is complete or, if not, requesting the missing information and/or any payment.</p> | 14 | If you contact us to say we've missed the target, we'll investigate and call you to explain the next steps. |
| S6.1 | <p>Technical vetting of adoption and diversion – approval or rejections</p> <p>A technical approval or rejection will 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 is received, on the day after all the required information is received.</p> <p>An application is full when all the required information has been received. An extension can be agreed for significant deviations from Sewers for Adoption guidance. A rejection specifies the reasons for the rejection and the steps required to rectify any issues identified.</p> | 28 | If you contact us to say we've missed the target, we'll investigate and call you to explain the next steps. |
| S7.1 | <p>Adoption legal agreement – draft agreements issued</p> <p>A draft adoption agreement will be issued to the developer within a period of 14 days commencing either (i) on the day after the technical approval, or (ii) if all the information necessary to prepare the draft adoption agreement and/or any payment has not been received on the day after the technical approval, on the day after all the required information and payment have been received.</p> | 14 | If you contact us to say we've missed the target, we'll investigate and call you to explain the next steps. |