

Area	Commitment to self-lay providers (SLPs)	What we delivered in 2017	What's next in 2018?
 Delivery of source of water	<p>We'll meet the target metric set by Water UK for providing water for testing of self-lay mains, avoiding delays on site for you and your clients.</p> <p>We'll communicate more proactively with you to keep you updated about any changes to our delivery programme.</p>	<p>Our performance against metric W 26.1 on the Water UK Developer Services report improved but did not reach 100% compliance:</p> <p>Q1 - 54.5% Q2 - 91.6% Q3 - 86.7%</p> <p>At our November 2017 self-lay forum you told us our communication around the delivery of source of water had improved and gave us a customer satisfaction score of 4.09 out of 5, a 5% improvement on our June 2017 score of 3.91.</p>	<p>Despite an improvement overall from Q1 last year, we acknowledge that our performance dipped in Q3. We're continuing our focus on delivery performance and striving to achieve 100% compliance, including making sure we communicate to keep you informed of planned dates and any changes.</p> <p>We'll continue to publish our quarterly delivery performance metrics in our e-newsletter. You can also track our performance on the Water UK website.</p>
 Meters	<p>We'll reduce the time it takes to deliver meters from four weeks to two weeks.</p>	<p>In August 2017, we changed our meter ordering form to reduce the timescales of our meter delivery from four-to-six weeks to four weeks. Since then 95% of our meters have been delivered within four weeks, or an agreed timescale.</p>	<p>We recognise some of you would still prefer a shorter lead-in time. We're renegotiating our supplier contracts in 2018, so that we can deliver our meters within a two-week timeframe.</p>
 Maps	<p>We'll give you access to free network information, so you can get the map data you need to quote for work without paying search costs, or visiting our offices.</p>	<p>We launched an Asset Location Search (ALS) service to provide network information electronically at no fee within five working days of every request.</p>	<p>We'll continue to offer our free Asset Location Search (ALS).</p>
 Sampling	<p>We'll offer a free water quality sampling training course, to support you in carrying out this newly contestable activity. We'll offer this until the Energy and Utilities Skills Register begin providing similar training.</p>	<p>We promoted our sampling training and provided it to all SLPs that requested it, training 19 people from six companies to complete their own sampling.</p>	<p>We'll continue to offer our free water quality sampling course in 2018. Dates for our next courses can be found on our website.</p>
 Water Regulations inspections	<p>We'll offer a free 'Thames Approved Plumber Scheme' training course. This will enable customers to complete Water Regulations inspections themselves, so they aren't reliant on Thames Water timescales.</p>	<p>We promoted our Water Regulations inspections training and provided it to all SLPs that requested it, with 12 people from two companies completing our 'Thames Approved Plumber Scheme' course.</p>	<p>By popular request, we've scheduled more dates for the course. Details are on our website.</p>
 Promoting choice to developers	<p>We'll make sure that the option to use an SLP, and the potential benefits of doing so, are clearly signposted to developers. We'll do this on our website, in our published guidance and at key stages in our connections processes.</p>	<p>We updated our website to make the self-lay option prominent on all relevant pages. We published a booklet called 'Your water connection choices' to help developers understand the self-lay option. We updated our clean water budget estimate, mains application form, and mains quote letter to more prominently feature self-lay.</p>	<p>You told us our customer literature about water mains diversions could say more about the option for SLPs to carry them out. We'll review our website and literature to make sure this choice is highlighted.</p>
 Keeping SLPs updated	<p>We'll make sure you can easily find out about our processes and any improvements, helping you to get the job done. We'll send regular e-newsletters, and update our website and published guidance as needed. We'll also hold events at least annually to discuss topical issues and get feedback.</p>	<p>We published a monthly self-lay newsletter to a mailing list of more than 100 SLPs. We updated our website and publications to reflect our latest processes. Twenty-seven SLPs attended our self-lay event in November 2017, and SLPs were also invited to attend our Developer Day on 30 January 2018.</p>	<p>We'll continue to review our SLP literature and update it as and when is necessary. We'll also continue to invite SLPs to events and publish our self-lay e-newsletter. If you're not on our mailing list, you can sign up and find back issues on our website.</p>
 Educating our people	<p>We'll continue to brief our key teams who interact with SLPs to make sure they understand self-lay when speaking to developers, and demonstrate a collaborative attitude when working with SLPs. We'll carry out a refresher training plan to maintain these levels of self-lay knowledge across our teams over time.</p>	<p>We briefed over 380 people from across our business on the importance of SLPs, reaching a diverse set of job roles from design to delivery.</p>	<p>We'll continue to educate our teams in 2018 and deliver refresher training to keep our people up to speed.</p>
 Providing clear guidance	<p>We'll enable you to carry out as much of the connection process as possible, and we'll publish clear guidance to support you in this work.</p>	<p>We've opened up an area of non-contestable work, so you're now able to carry out source of water connections yourself (subject to some restrictions) and no longer have to rely on us to complete this activity. We published guidance on how to do this, including the WIRS accreditation you need and our requirements.</p> <p>In 2017, three SLPs approached Lloyd's Register to start their Construction Routine Under Pressure Mains Connections (CRUPC) accreditation to enable them to make source of water connections.</p>	<p>You asked for clearer guidance when carrying out connections on our existing network. We'll update our policy to clarify what to do if the asset isn't located where it's expected, or if you encounter technical challenges.</p> <p>As part of Ofwat's Code for Adoption Agreements, we'll work with customers and other water companies to create universal guidance, including a standard model adoption agreement and details of redress when Levels of Service aren't met. This will give you a better, more consistent experience when working with us, and across different regions.</p>