

## Code for Adoption Agreements:

### Non –contestable work – redress for late metrics

Ref	Metrics	Description	Target (Calendar days)	Redress Total
W19.1	Self-lay Point of Connection applications – written acknowledgements within target	A written acknowledgement of the application to be issued within a period of 5 days commencing on the day after receipt of the application confirming either that the application is complete or, if not, requesting the missing information.	5	£68.00
W20.1	Self-lay Point of Connection report <500 plots etc – reports issued within target	A Point of Connection report to be issued within a period of 21 days commencing on either (i) on the day after receipt of a full application or (ii) if an incomplete application on the day after all the required information has been received. An application is full when all the required information and any payment have been received. A Point of Connection enquiry includes any necessary network modelling.	21	£68.00
W21.1	Self-lay Point of Connection report >500 plots etc – reports issued within target	A Point of Connection report to be issued within a period of 28 days commencing on either (i) on the day after receipt of a full application or (ii) if an incomplete application on the day after all the required information has been received. An application is full when all the required information and any payment have been received. A Point of Connection enquiry includes any necessary network modelling.	28	£68.00
W22.1	Self-lay design approval and terms request application – written acknowledgements within target	A written acknowledgement of the application to be issued within a period of 5 days commencing on the day after receipt of the application confirming either that the application is complete or, if not, requesting the missing information.	5	£448.00
W23.1	Self-lay design and terms request <500 plots etc – quotations within target	Written terms to be issued within a period of 14 days commencing on the days after receipt of a full application. An application is full when all the required information has been received. Terms include the design approval, the amount of the asset payment and any amount to be paid by the SLP or Developer. A self-lay Adoption Agreement is to be issued with the terms. Rejections should fully document the reasons for rejection.	14	£448.00
W24.1	Self-lay design and terms request >500 plots etc – quotations within target	Written terms to be issued within a period of either (i) 28 days commencing on the days after receipt of request or (ii) such longer period as may be agreed with the SLP where there are engineering difficulties/requirement for off-site reinforcement/Schedule 13 WIA 1991 constraints or where the SLP request an extended period. An application is full when all the required information has been received. Terms include the design approval, the amount of the asset payment and any amount to be paid by the SLP or Developer. A self-lay Adoption Agreement is to be issued with the terms. Rejections should fully document the reasons for rejection.	28	£448.00

Ref	Metrics	Description	Target (Calendar days)	Redress Total
W25.1	Self-lay signed agreement – acknowledgements within target	A written acknowledgement to be issued to the SLP within a period of 5 days commencing on the day after receipt of the signed agreement.	5	£448.00
W26.1	Self-lay water for pressure/bacteriological testing – provided within target	Provide a source of supply for pressure and bacteriological testing within either (i) 28 days commencing on the day after receipt of written request or (ii) such longer period as may be agreed with the SLP where there are engineering difficulties/requirement for off-site reinforcement/Schedule 13 WIA 1991 constraints or where the SLP request an extended period.	28	£100 per day up to a limit of £2,000
W27.1	Self-lay permanent water supply – provided within target	Provide a permanent supply connection within 14 days commencing on the day following notification in writing of satisfactory pressure and bacteriological testing of the self-laid mains.	14	£100 per day up to a limit of £2,000
W28.1	Self-lay vesting certificates – issued within target	Issue Vesting Certificate and all information for Asset Payment claim (including on part constructed work) within 7 days commencing on the day following written notification that the section of main has been connected.	7	£448.00
W29.1	Self-lay Asset Payments – issued within target	Make Asset payment due on all sections of connected mains within 35 days commencing on the day following receipt of valid invoice claim by SLP.	35	£200 per day up to a limit of £2,000
W30.1	Self-lay plot references and costing details – issued within target	Issue plot reference information and costing details within 14 days commencing on the day following written notification of connection call-off by the SLP. Costing details to specify all charges payable on each service connection, including Infrastructure Charges, and the costs associated with the provision of meters and any other fittings being procured from the Water Company	14	£448

This redress scheme is a temporary arrangement, whilst we work with Water UK, and other water companies, to determine a sector wide redress scheme that is appropriate and consistent.