



Development Services Complaints and Redress Scheme

We work very hard to ensure that all our developers, NAV's and Self-lay Providers receive a consistently high level of service and we monitor our performance very carefully.

Our redress scheme has been designed in line with Ofwat's recent new Adoption Code, which requires redress for works completed by Self-lay Providers and adopted by Anglian Water.

We have chosen to, as a voluntary arrangement, extend this to all our Developers, NAV's and Self-lay Providers, for those metrics reported through the Water UK Level of Service League Table.

Through Water UK, the industry is working towards a consistent and agreed redress position for adoption activity; our arrangements for adoption activity will alter at that time.

Financial redress for Water Services

Reference	Name	Definition	Target Days	Redress
W1.1	Pre-Development enquiry	A Pre-Development report will be sent to the customer within a period of 21 days commencing either (i) on the day after receipt of a full application or (ii) if an incomplete application and/or no payment has been received with the application, on the day after all the required information or payment have been received.	21	£50
W3.1	New Connection quotation	A quotation will be sent within a period of 28 days commencing on the day after receipt of full application. An application is full when all the required information and any required payment have been received.	28	£10 per day
W4.1	New Connection	The service pipe connection will be completed within a period of 21 days commencing on the relevant day, timescales can be extended by agreement with the customer due to third party need (schedule 13 WIA)	21	£20 per day
W6.1	Mains Design <500 plots	A quotation will be sent within a period of 28 days commencing on the day after receipt of full application, an application is full when all the required information and any required payment has been received.	28	£50 per day
W7.1	Mains Design >500 plots	A quotation will be sent either (i) within a period of 42 days commencing on the day after receipt of a full application, or (ii) no later than on the date agreed with the customer.	42	£50 per day
W8.1	Mains Construction	The construction and commission of the water main will be completed either (i) within a period of 90 days commencing on the relevant day, or (ii) no later than on the date agreed with the customer.	90	£100 per day
W17.1	Diversion quotation (without constraints)	A quotation will be issued within a period of 42 days commencing on the day after receipt of a full application, an application is full when all the required information and any required payment have been received.	42	£50 per day
W17.2	Diversion quotation (with constraints)	A quotation will be issued no later than the date agreed with the customer.	By Agreement	£50 per day
W18.1	Diversion construction / commissioning	The construction and commission of the water main will be completed either (i) within a period of 90 days commencing on the relevant day, or (ii) no later than on the date agreed with the customer.	90	£100 per day
W20.1	Self-lay POC <500 plots	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 deemed full when all required information and any required payment have been received.	21	£50

W21.1	Self-lay POC >500 plots	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 required payment have been received.	28	£50
W23.1	Self-lay design and terms <500 plots	Written terms to be issued within a period of 14 days commencing on the day after receipt of a full application. An application is full when all the required information has been received.	14	£50 per day
W24.1	Self-lay design and terms >500 plots	Written terms to be issued within a period of either (i) 28 days commencing on the day after receipt of required or (ii) such longer period as may be agreed with the SLP where there are engineering difficulties / Requirement for off-site reinforcements / Schedule 13 WIA 1991 constraints or where the SLP requests an extended period.	28	£50 per day
W26.1	Self-lay supply of water for testing	Provide a source of supply for pressure and bacteriological testing within either (i) 28 days after receipt of written request or (ii) such longer period as may be agreed with the SLP where there are engineering difficulties / requirements for off-site reinforcement / Schedule 13 WIA 1991 constraints or where the SLP requests an extended period.	28	£100 per day
W27.1	Self-lay provision of permanent supply	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
W28.1	Self-lay issue of vesting certificate	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 section of main has been connected.	7	£50 per day
W29.1	Self-lay asset payment	Make asset payment due on all sections of connection mains within 35 days commencing on the day following receipt of valid invoice claim by SLP.	35	£20 per day
W30.1	Self-lay provision of plot references	Issue plot reference information and costing details within 14 days commencing on the day following written notification of connection call-offs by the SLP	14	£20 per day

Financial redress for Sewerage Services

Reference	Name	Definition	Target Days	Redress
S1.1	Pre-Development enquiry	A pre-development report will be sent to the customer within a period of 21 days commencing either (i) on the day after receipt of full application, or (ii) if an incomplete application and/or no payment has been received with the application, on the day after all required information and payment have been received.	21	£50
S3.1	Sewer Requisition design	A requisition offer will be sent no later than on the date agreed with the customer following receipt of a full application, an application is full when all the required information and payment have been received.	By Agreement	£50 per day
S4.1	Sewer Requisition Construction	A requisition offer will be sent no later than on the date agreed with the customer following receipt of a full application, an application is full when all the required information and payment have been received.	By Agreement	£100 per day
S6.1	Adoption Technical vetting	A technical approval or rejection will be sent within a period of 28 days commencing either (i) on the day after receipt of full application, or (ii) if an incomplete application is received, on the day after all the required information is received. An Application is full when all the required information has been received.	28	£50 per day
S7.1	Legal Agreement	A draft addition agreement will be sent to the customer 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 agreement and/or any payment has not been received on the day after technical approval, on the day after all the required information and payment have been received.	14	£10 per day

S8.1	S106 approval / rejection	A technical approval or rejection will be sent within a period of 21 days commencing either (i) on the day after receipt of a full application, or (ii) if the application is incomplete and/or no payment has been received with the application, on the day after all the required information and payment have been received.	21	£10 per day
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The redress scheme does not affect the right of our developers, NAV's or Self-Lay Providers to contact us to discuss a scheme, the contact and complaints procedure is detailed below.

Contacting us

If you wish to contact us regarding an issue or complaint, please call us on 0345 60 66 087 or email us at developmentsservices@anglianwater.co.uk.

Our promise

When you call us, we will try to resolve your issue while you are on the phone. If this is not possible we will:

- Take a note of your details;
- Investigate your issue before calling you back with an answer or resolution.

When you email or write to us, we will provide you with a response within 10 working days of us receiving your written communication.

If we cannot answer your issue without carrying out further investigations, we will let you know.

If we fail to respond to you in this timescale, we will automatically compensate you £20.