



Direct Dial/Ext: 03000 416892/416478
e-mail: joel.cook@kent.gov.uk/anna.taylor@kent.gov.uk
Ask for:
Date:

Dear Member

KENT UTILITIES ENGAGEMENT SUB-COMMITTEE - MONDAY, 27 FEBRUARY 2017

I am now able to enclose, for consideration at next Monday, 27 February 2017 meeting of the Kent Utilities Engagement Sub-Committee, the following report(s) that were unavailable when the agenda was printed.

Agenda Item No

5 **South East Water Presentation (Pages 3 - 18)**

Yours sincerely

A handwritten signature in black ink, appearing to read 'John Lynch', is written over a faint, light-colored signature line.

John Lynch
Head of Democratic Services

This page is intentionally left blank

Kent County Council Utilities Sub-Committee meeting

Page 3

Rachel Baker, Developer Services Manager
Chris Hollamby, Area Co-ordinator, Service
Management
Jo Osborn, Head of Communications

27 February 2017



South East Water update

1. Developer Services Overview
2. Planning for future water resources
3. Drought plans



South East Water Developer Services



Page 5

Developer Services Overview

- Team of 15 based in Snodland, Kent
- 8 – 10,000 new connection per year
- 279 sites with new mains in the last year
- Clancy Docwra delivery contractor

Page 6



Customer Engagement

Current:

- Caseworker approach for all sites
- Start up meetings prior to commencement on site
- Regular progress meetings
- Drop in meetings for SLO's
- New bespoke logging system for developer services to ensure all contact is recorded

Page 7

Next steps:

- Monthly phone survey with a percentage of customers to measure customer satisfaction/issues - started
- Developer/SLO days

Industry engagement

Some of the groups we currently sit on:

- Members of WIPSAP
- IPG – Water UK industry network – focused on Levels of Service and improving customer satisfaction
- Charging sub group – Looking at what options the industry have for charging moving forward
- Illegal connections forum – Water UK looking at consistent ways the industry can deal with illegal connections

New development – how we are informed

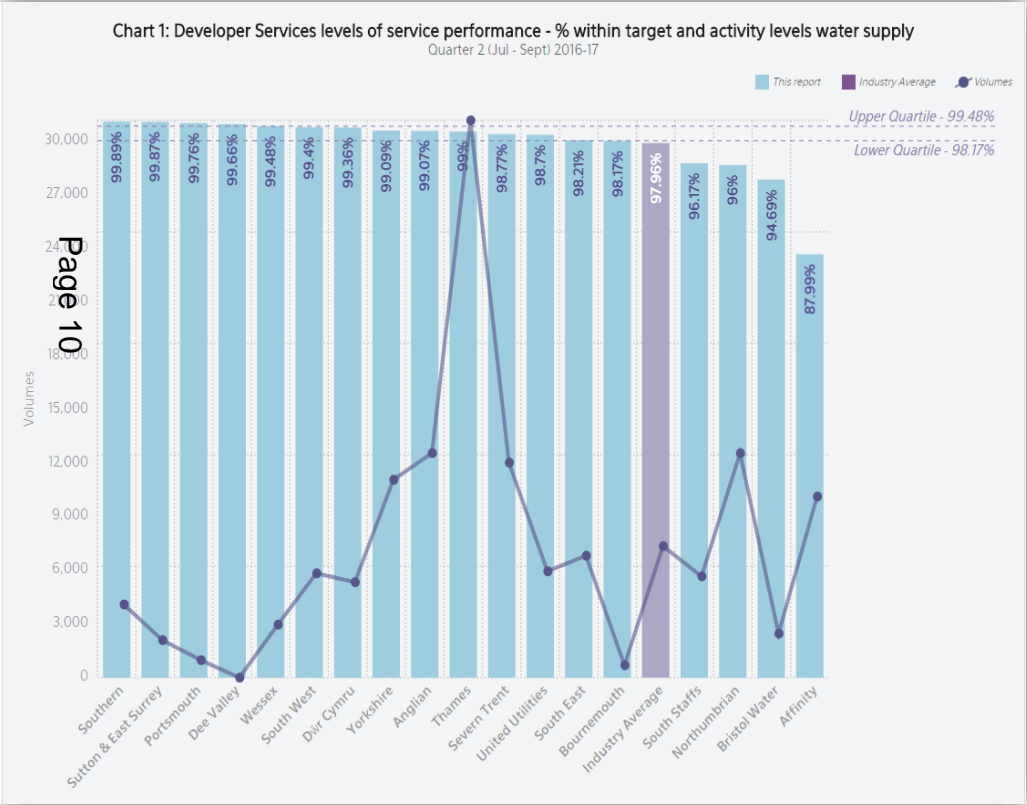
We find out about new development in a number of ways:

- Water Resources will inform us of particularly large sites, such as, such as Cheeseman's Green.
- Our Assets department receive all planning applications and will assist in putting together a long term plan for development
- Developer contact – can be at a very early stage
- For regeneration of areas we can be consulted years in advance

Levels of Service

Levels of services target a specific set of metrics, such as how long it takes to provide an estimate and if connections are carried out within a period of 20 days.

The data below shows our current position in the levels of services league table and some comparison data



Quarter 3 (Oct-Dec) 2016-17				
Metric Ref	Dee Valley Percentage	South East Percentage	Southern Percentage	Sutton & East Surrey Percentage
W1.1	100%	100%	100%	100%
W2.1	100%	100%	100%	95%
W3.1	99%	100%	100%	100%
W4.1 – connecti on delivery	100%	90%	100%	100%
W5.1	100%	100%	100%	100%
W6.1	100%	100%	100%	100%
W7.1	N/A	N/A	N/A	100%
W8.1	100%	100%	100%	100%
W9.1	100%	100%	100%	N/A
W10.1	100%	N/A	N/A	N/A
W11.1	100%	100%	N/A	N/A

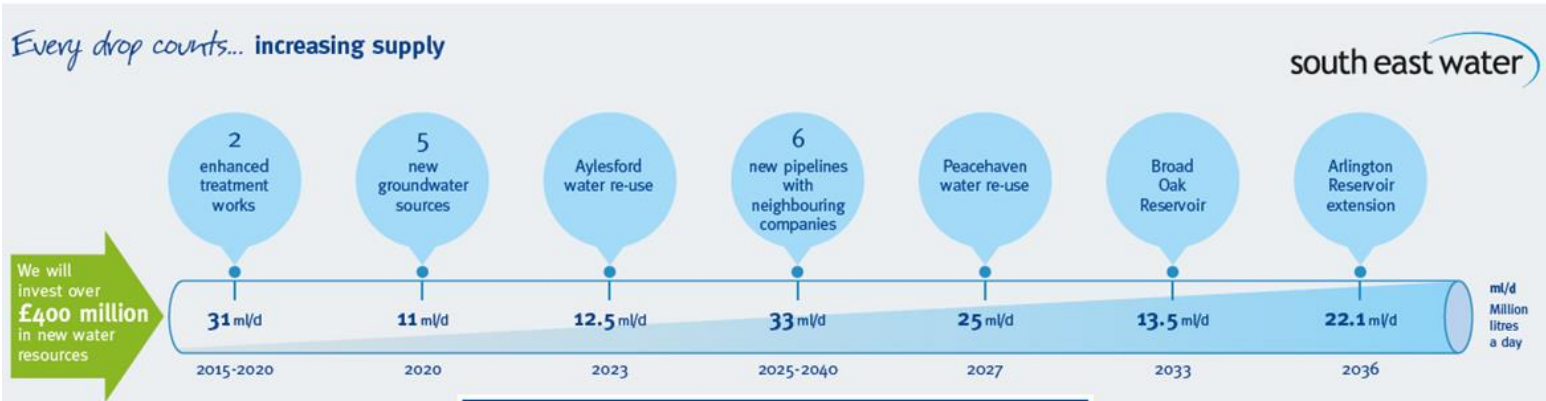
Issues with new developments

- Lack of communication
 - Developer/Water Company
 - SLO/Developer/Water Company
 - Consultant/SLO/Water company
- Lack of competition – NAV's/SLO's
- Planning
- Highways
 - Restrictions
 - Timings
 - Cost

What next

- New charging rules – to improve transparency and create a more competitive/fair market place – Charging Sub Group
- Competition – looking at ways this can be encouraged and how to remove barriers
- Improve on the current levels of service – look at other metrics
- Developer/SLO/NAV engagement – all are represented on the charging group and it is working well
- Consultation on “Fixing our broken housing market”

Water Resources Management Plan 2015-2040



Page 13

Every drop counts... reducing demand

How will we meet water demand over the next 25 years?

Reduce leakage to 10%
by 2020

0090%
of homes metered by 2020

Water education and awareness
Water saving tips

Encouraging each of us to use less from
166 litres per day to 149
by 2040

Every drop counts... the challenges

Growing population
400,000 more people by 2040

32% increase in housing

Changing climate

Rich in biodiversity

Higher than average demand

WRMP 2020-2045

Engagement plan timetable

Phase One – Environment Focus Group and Customer Panel	Now – Spring 17
Phase Two - Pre-consultation and engagement (Spring 2017)	Spring 17 – Spring 18
Phase Three - Publish draft WRMP plan and statutory consultation	Spring 18
Phase Four – Statement of response consultation	Summer/Autumn 18
Update draft plan following statement of response	Autumn 2018
Approval to publish from Defra	End 2018
Publish final WRMP	End 2018

Drought Plan

- Last drought plan published on 21 January 2013
- Required to submit draft plan to Defra 4 years and 3 months after last drought plan was published i.e. by 21 April 2017
- We will plan to complete and submit our draft drought plan by 31 March 2017

Droughts worse than historic records

- Drought Plan Guidelines July 2015
 - *‘Strongly encourage you to plan for drought events that are of longer duration and lower rainfall than those in the historic record, or if you choose not to you should explain why.’*
 - *‘You should understand what drought events your supply system is vulnerable to and what the probability of such an event occurring is’*
 - *‘If additional options, which are not included in your current WRMP are needed to deal with droughts worse than recorded then you should make a case for them in your drought plan and include them as resilience options in your next WRMP’*
- Therefore, we will include in our plan investigation of additional scenarios that consider more severe and longer term droughts, and investigate whether enough options have been identified to meet such scenarios¹

¹ consistent with Affinity Water and Southern Water approaches

Programme plan

Page 17

Update draft drought plan	Now - 28 Feb 17
Internal sign off completed and submit draft plan to Defra	End of Mar 17
Publish draft plan	3 Apr 17
Public consultation	3 Apr 17 to 23 Jun 17
Prepare Statement of Response + revised plan, and submit to Defra	26 Jun 17 to 29 Sep 17
Approval to publish from Defra	End Oct 17
Publish final drought plan	End Jan 18

Thank you