



# Developer Day Our digital journey

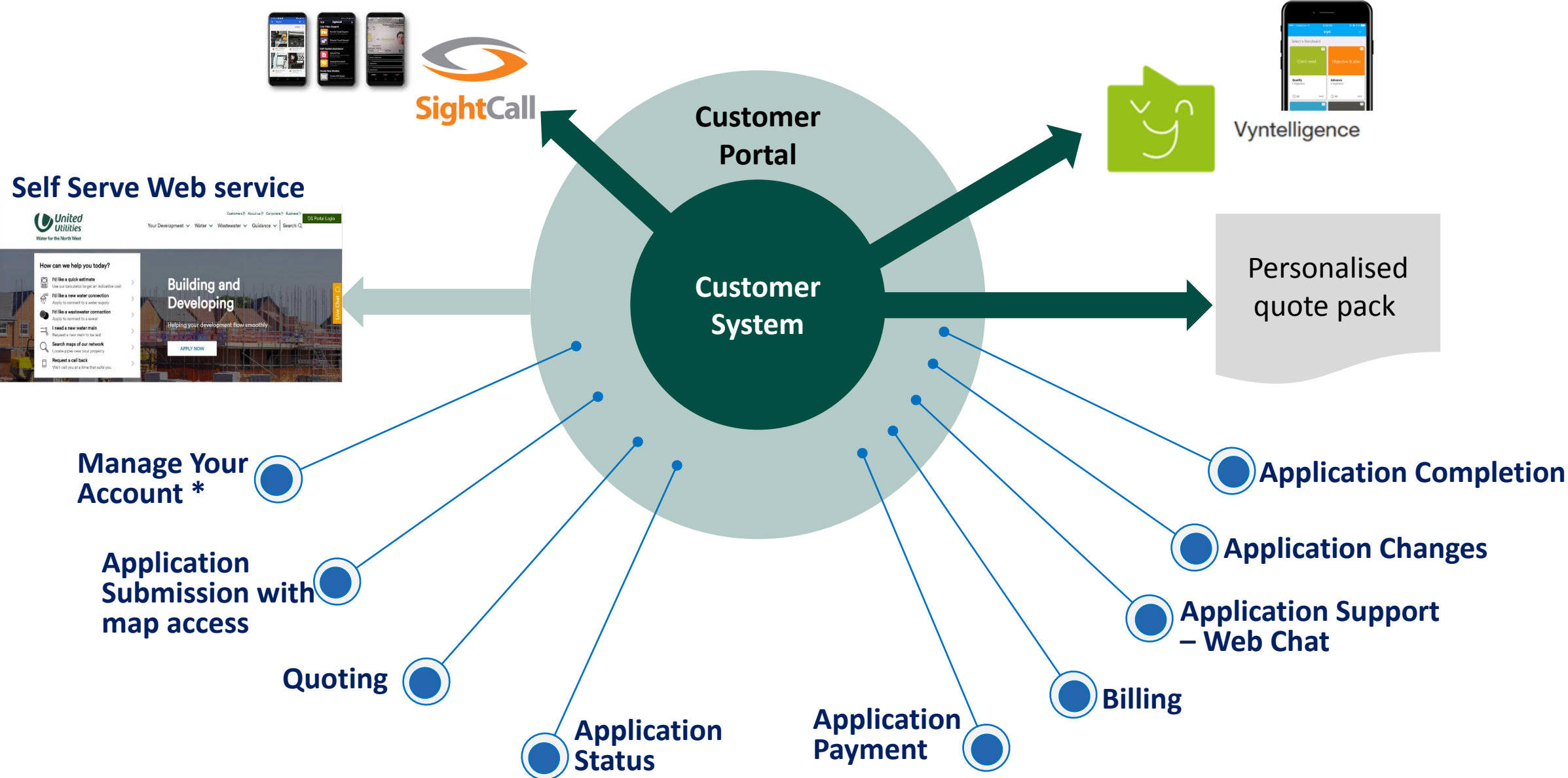
**Building a greener future for the North West**



# Enhancing our digital offering

What improvements are we making?

 Head to [www.slido.com](http://www.slido.com) and enter the code: **DigitalHub1**



# SightCall

Sightcall is a **live video call** that helps you connect directly with UU colleagues in an interactive way where they can see and share information for faster problem resolution.



Developer Services colleagues are able to connect with you directly, record what they see, annotate any key elements and respond to your enquiries in real-time.

Avoids the need for emailing pictures and videos between you and our UU colleagues.

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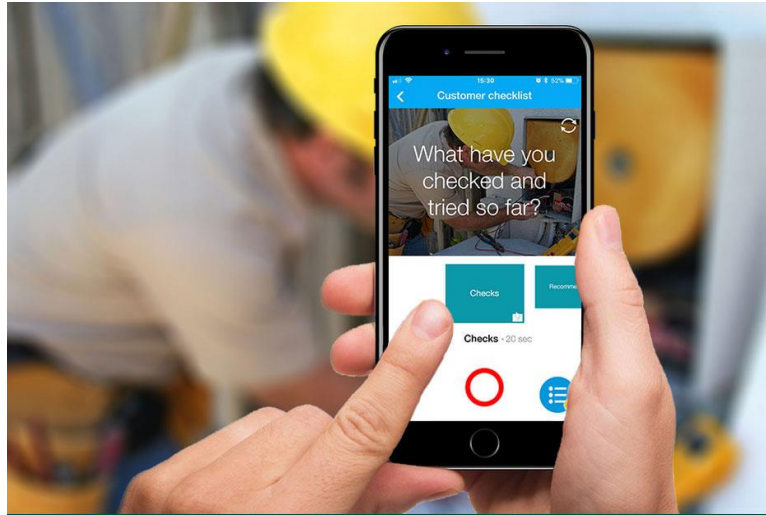
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# Vyntelligence (Vyn)

Submit information, videos and images virtually in one place. The intuitive interface guides you through the whole process – making sure you capture everything that's needed to progress you onto the next stage in the customer journey. Geo-location information is also attached.



**Capture video and photographs of specific jobs**

Sends back to UU automatically



**Enables us to access data quickly and make decisions to progress your case efficiently**



**Any information you submit will be automatically assigned to your application in our system**

**UU are developing a vyn to automate the capture of the meter barcodes and automatically geo locate the meter. This data will automatically be uploaded into UU systems to avoid any manual data capture and the current use of the spreadsheet solution.**

**Head to the UU Hub for a full preview!**

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# Some of the feedback you've shared with us...

Access to maps to enable application submission and understand the costs of connection is key

All looks straight forward and meets our needs, really useful getting the status change notifications to keep progress on track

Ability for the Developer to submit and pay for a Point of Connection application then nominate their SLP sounds great

Services on the Portal look great – is the development going to be there and the ability to turn it into a live site using a flag/button?



Can I have an SLA I set to flag if a payment hasn't been made in a timely manner so I can chase it up?

Being able to print/download a report of where everything is up to will be really useful

Pre-population of application fields will really save time for us. Uploading documents and not limited by email size will really help

Great to have notifications about the status of applications from my Consultants so we can make sure actions are taken timely

I'd like to be able to request and pay for a map directly from the Portal

# Developer Services Customer Portal



**A dashboard suited to your business**  
All sites / applications in progress



**Corporate logon credentials allowing you to manage your own colleagues access to our**



**Ability to see your application status in real-time, receive updates once the status\***



**Request support / help via a web chat button**



**Ability to submit all water and wastewater applications online**



**Ability to pay for your applications by online card payments / Bacs**



**Ability to obtain a budget quote via the portal**



**Upload key documents into the portal**



**Access to maps to supplement your application submission – ability to obtain our full UU asset**

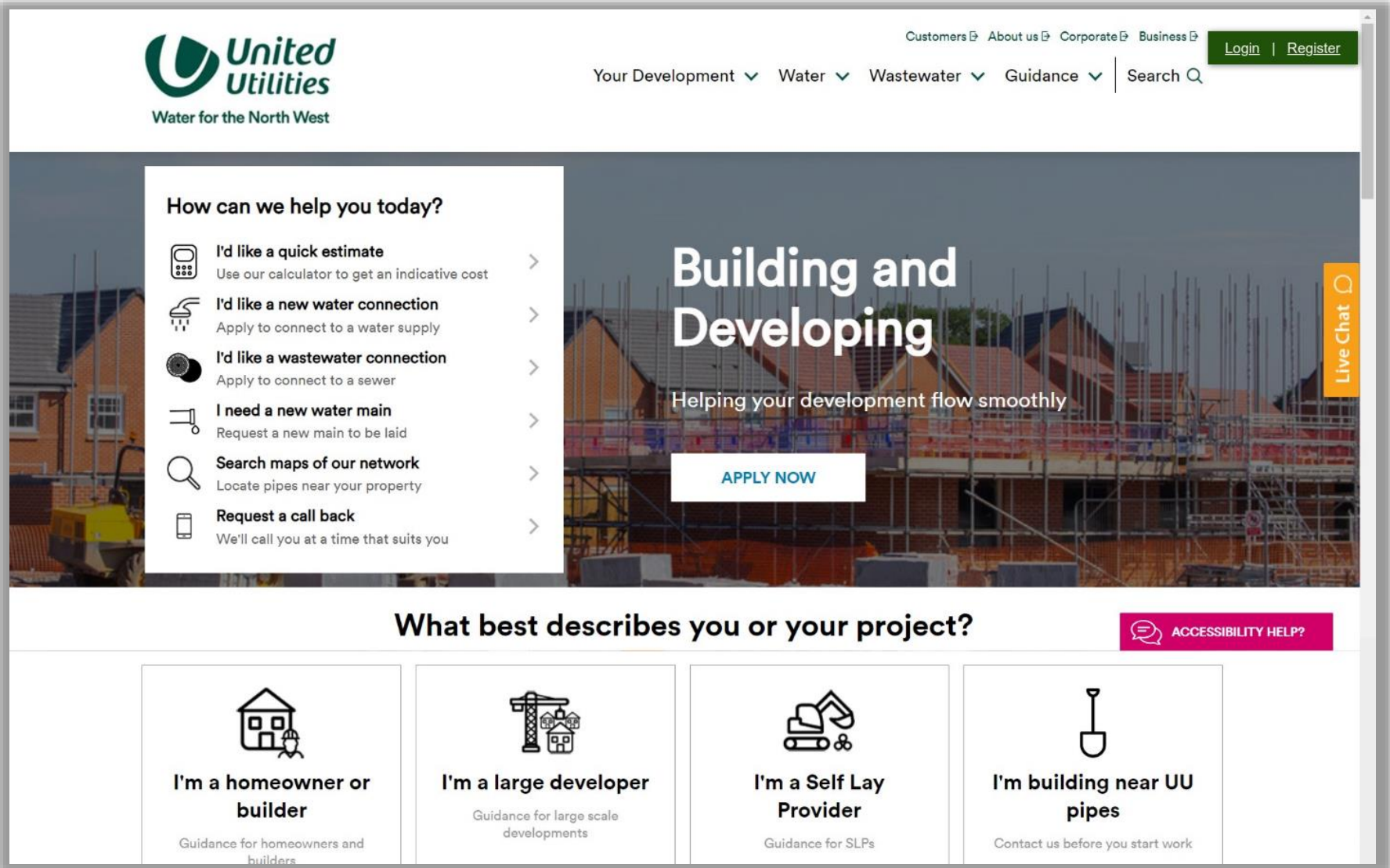
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# Landing page of Developer Services portal



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# User account activated

The screenshot displays the United Utilities website interface. At the top left is the United Utilities logo with the tagline "Water for the North West". Navigation links include "Your development", "Water", "Waste Water", and "Guidance". A central "Welcome!" message states: "We offer a variety of services for our customers to build & develop properties in North West of England. Our purpose is to provide great water and more for the North West." A prominent notification box on the left reads: "Your account has been activated successfully!". Below this is a login form with fields for "Email" (containing "mark@jpgroups.com") and "Password" (masked with "\*\*\*\*\*"). It includes a "Remember Me" checkbox, a "Forgot Password?" link, and a green "LOGIN" button. Below the login form are links for "Not Registered? Register Now" and "Need Help Logging in? Click here". To the right of the login form is a large image of two construction workers in safety gear reviewing documents. On the far right, there are vertical buttons for "Live Chat" and "Info". The footer contains "United Utilities Group PLC", "Follow us" with social media icons, "Useful links", and "My Account". An "Accessibility Help?" button is located in the bottom right corner.

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# Portal dashboard

**United Utilities**  
Water for the North West

Steve Paul

My Sites   My Applications   My Payments   My Documents   My Contacts   Guidance

Home>Dashboard

Search

### Quick Links

New Water Connection	Apply
Waste Water Connection	Apply
Get a Budget Quote	Get
Water Calculator	Open
FAQs	View

### My Contacts

Name	Email	Type	
John Doe	john@gmail.com	Contractor	
Steve Paul	steve@gmail.com	SLP	
Steve Smith	steve1@gmail.com	NAV	

+Add New

< 1 2 3 >

### My Sites

Site Name	Location	City	
Greenwood Field	55 East Creek, 96W 24	London	
Happy Homes	54 East Creek, 96W 25	Glasgow	
Whitefield	52 East Creek, 96W 22	London	

+Add New

< 1 2 3 >

### My Applications

Form ID	Type	Status	
02511499	New Main	Internal Review	
02511498	Water Diversion	Incomplete	
02511497	Sewer Connection	Closed	

+Add New

< 1 2 3 >

### My Payments

Case #	Amount	Status	Paid On	
#42111	720.00	Paid	07-20-2022 10:00AM	
#42110	110.00	Paid	07-19-2022 09:00AM	
#42100	12,200.00	Pending		Pay Now


### My Documents

Case #	Site Name	Type	
#42111	Greenwood Fields	Application	
#42110	Happy Homes	Layout Plan	
#42100	Happy Homes	Survey	

+Upload

Live Chat

# New water connection application



Water for the North West

Your development ▾ Water ▾ Waste Water ▾ Guidance ▾

Dashboard>Services>New Water Connection (Flats & Apartments)

### New Water Connection Application Step 3 of 10

- 1 Connect to Public Sewer Application ▾
- 2 Applicant details<sup>?</sup> ▾
- 3 Development details<sup>?</sup>

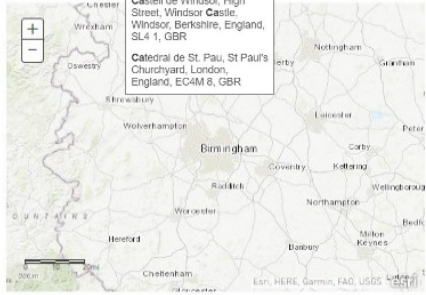
Are the Site details same as Applicant details provided above?

Yes  No

Site name  
Enter

Your Site Location  
Select the site location using the map or by entering the coordinates

X Q



OR

Enter the Survey coordinates

X [Easting] \*

Live Chat

Accessibility Help?



# We'd love to hear your feedback!

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Head to [www.slido.com](http://www.slido.com) and enter the code **DigitalHub1**

- In the free text space share any feedback on what you've seen so far in today's presentation
- Please also the name and email address of the nominated admin user for your business (don't forget to also put the name of your organisation in the comment)

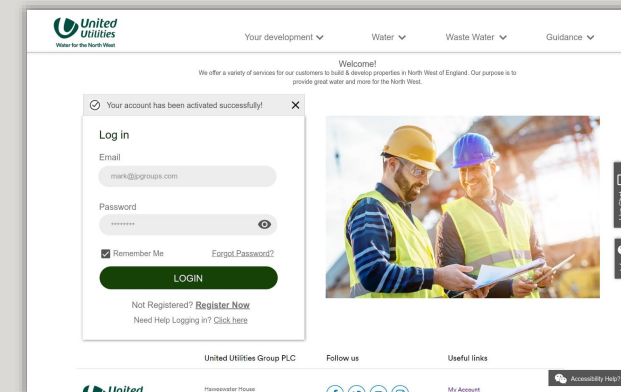


Share your feedback on the following three areas:

**1. Your feedback on the digital enhancements we've got in the works**

**2. Your nominated admin user details for our portal**

**3. What reports would you like to see in the portal**



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