

Developer Services Wastewater Technical Forum

July 2024

Ullswater

Team Structure



**Customer Operations Delivery
Manager**
(Developer, SLP and NAV)
Tracey Wright

**Customer Area
Manager**
Assistant Engineers
Suzanne Kearley
(seconded)

Assistant
Engineers

**Customer Area
Manager Wastewater
Engineers**
Danny McDermott

Developer
Engineers

**Customer Area Manager
Wastewater
Customer Experience**
Craig Daniels

Team Leaders

Customer Advisor
Advanced

Field Services Manager
Matt Yates

Developer
Services
Inspectors

**Developer Relationship
Manager**
Samantha Mottram

Developer Services Wastewater

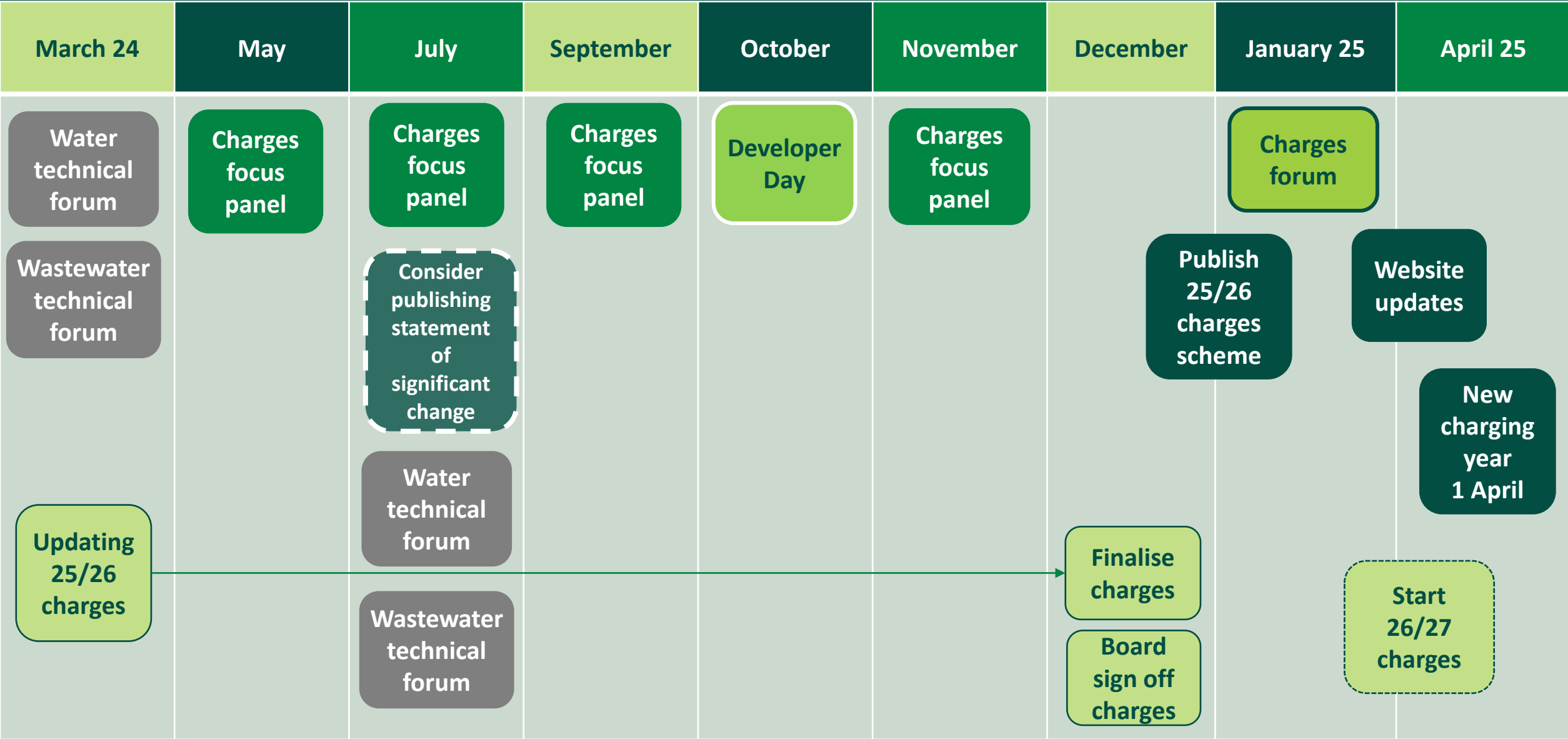
TECHNICAL FORUM

Charges Update

Emily Burke
Strategy and Compliance



2025/2026 charges timeline



Changes to charges



Review of
existing
wastewater
charges
for
2025/2026

We are reviewing our wastewater charges

Charges will see an increase of more than 10% from April 2025

- S98 Sewer requisition application fee
- S185 Diversion carried out by Developer application fee
- S185 Diversion carried out by UU application fee
- Section 185 re-submission for re-design or inaccurate/repeat submissions fee
- Developer connection processing fee
- Sewer abandonment application fee
- Section 102 sewer adoption application fee
- Section 104 sewer adoption application fee
- Section 104 re-submission for re-design or inaccurate/repeat submissions fee
- Section 104 re-submission for complete re-design fee
- Sewer build over application fee

Charges

- **S98 Sewer requisitions**
- **Complex S185 diversion**
- **Asset protection**



We spend time providing budget estimates for carrying out S98 sewer requisitions, complex diversions and asset protection, and in some instances they don't then go ahead.

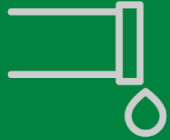
Proposal to introduce an **upfront customer contribution** for the time spent completing the budget estimate.

- If the cost of providing the budget estimate is less than the initial contribution, we would issue you with a refund for the difference.
- If the cost is more than the initial contribution, we would ask you to make further contributions.

We will discuss any additional costs with you before any further work commenced.

Charges

Infrastructure charges



Infrastructure charges are expected to increase to reflect the increase in network reinforcement required 2025-2030

Environmental surcharge



We are proposing to introduce **two new charges** that will be levied to Developer Customers for each new property connected to our network, for the purpose of **funding the Environmental Incentive Scheme.**

- The **water component** charge will be applicable for each water service provided to a new property.
- The **wastewater component** charge will be applicable for each wastewater service provided to a new property.

Charges

New contract from 2025



Contract tender process currently ongoing.
New contract from 2025.

Pre-development enquiries



Looking at introducing a charge for **wastewater pre-development enquiries** that is paid at the time of application.

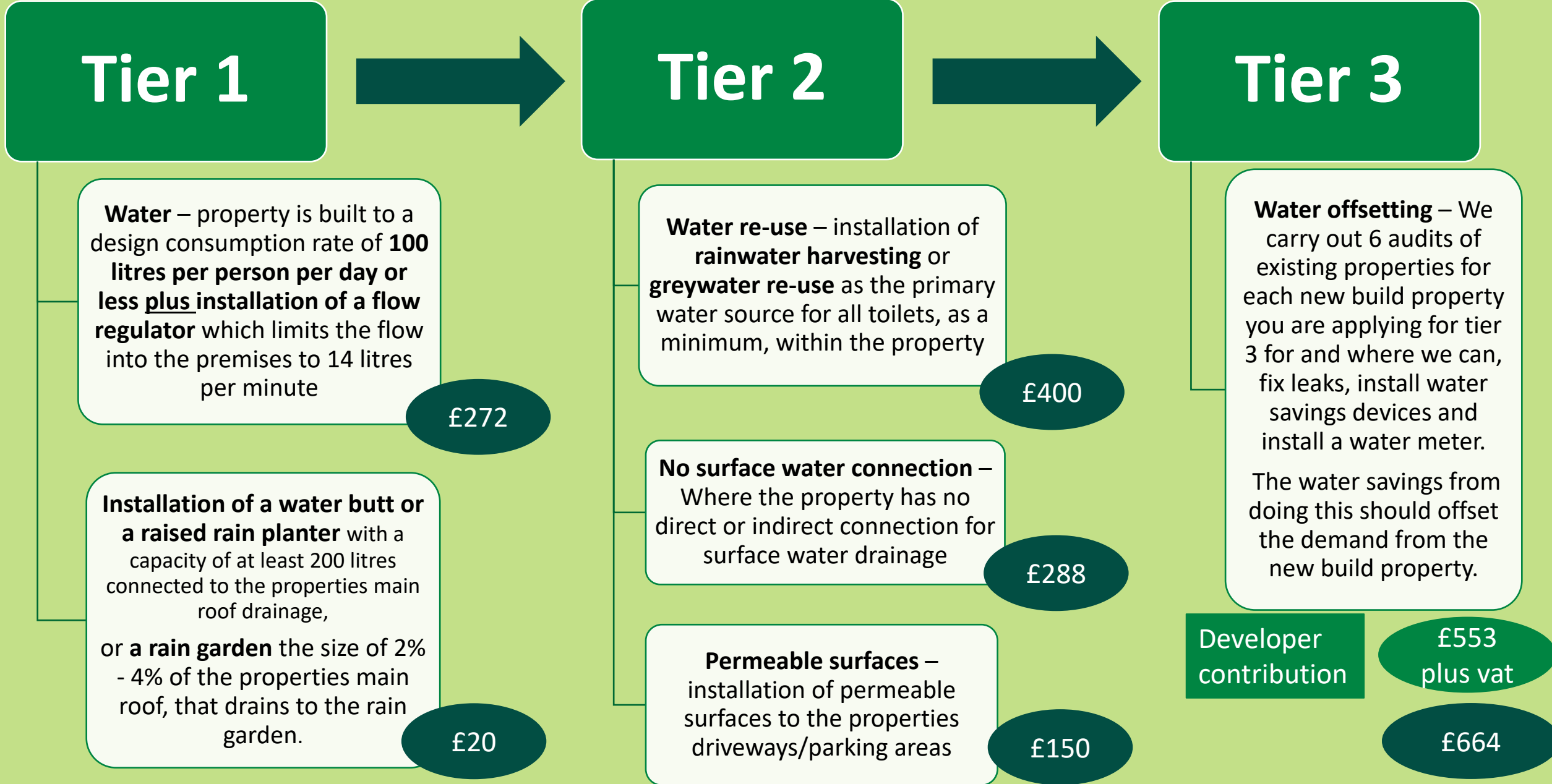
Asset protection trial hole supervision



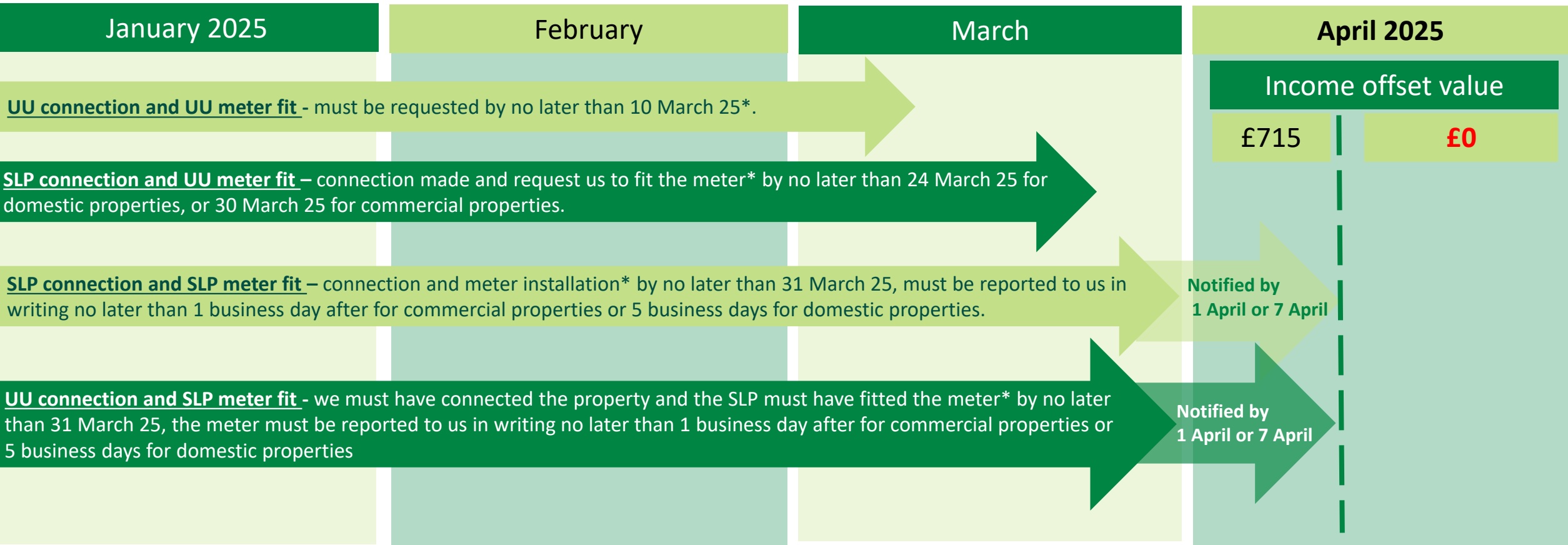
We need to supervise when you are carrying out **trial holes** in relation to **asset protection**. We propose to introduce a charge for this.

We are still working through the detail and expect to be able share more information at our **Developer Day event 9 October 2024.**

Environmental Incentives Scheme



Income offset – transition



There will be no change to the way infrastructure credits are applied. These will be given for the first relevant number of properties that are connected.

All works will be subject to UU inspection, where the property is found to be not connected as stated or not ready for connection, income offset will not apply.

***Income offset will only apply if the property is built, connected, with a live supply and the meter installed**

Developer Services Wastewater

TECHNICAL FORUM

Wastewater Technical Update

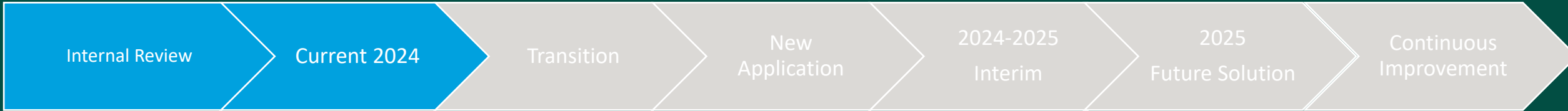
Robert Glynn - Digital Product Delivery Lead

Technology Services

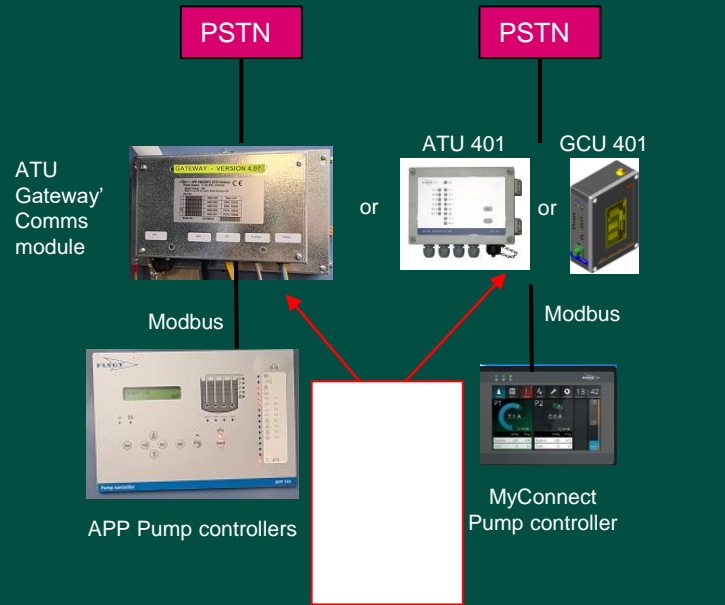
Robert.Glynn@uuplc.co.uk



Legacy Solution – (how we will integrate into current systems)

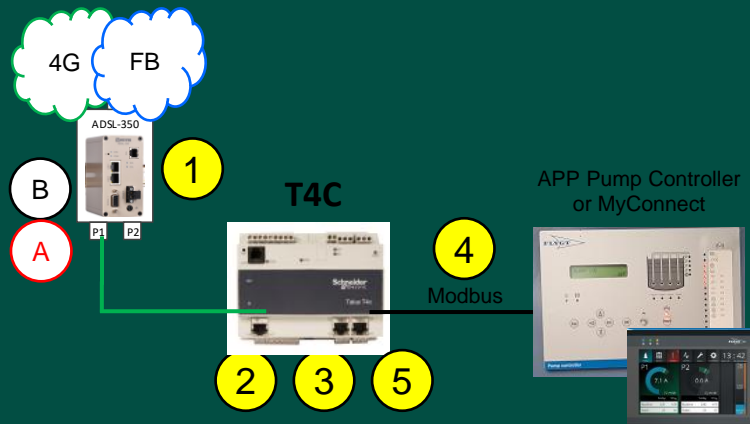


Current (Pre) 2024



Existing – ATU401 or GCU401 + APP or MyConnect Pump Controller

1. New FB or 4G Router - New IP address for router and IP for management
2. New Schneider T4C (Ethernet)
3. Convert site to 'Direct' + New IP address for T4C + Gateway IP of Router (convert applications)
4. Modbus connection to APP
5. Rewire Hardwired I/O from *401 & Gateway modules to T4C – & remove *401 & Gateway module



Note maximum on-board I/O 8 X DI, 4 X AI, 3 X DO



Security Features

- Encryption across the third-party network to obfuscate UU's data stream.
- Firewalls applied at the site edge to protect against incursion from the external network.
- Certificate based trust built into the router to assure that only United Utility devices can join the closed network

A

May be possible to use existing PSU/UPS/Battery backup – If none exists - External 24VDC power c/w UPS/Battery for router required located in MCC or new panel

B

If 4G 2 x antenna – internal or external mounted dependant on 'Best Practice guidelines'

What's Required in Transition

Internal Review

Current 2024

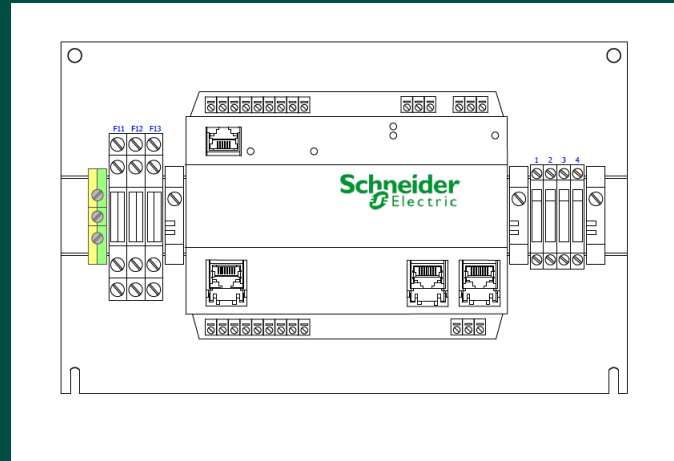
Transition

New Application

2024-2025 Interim

2025 Future Solution

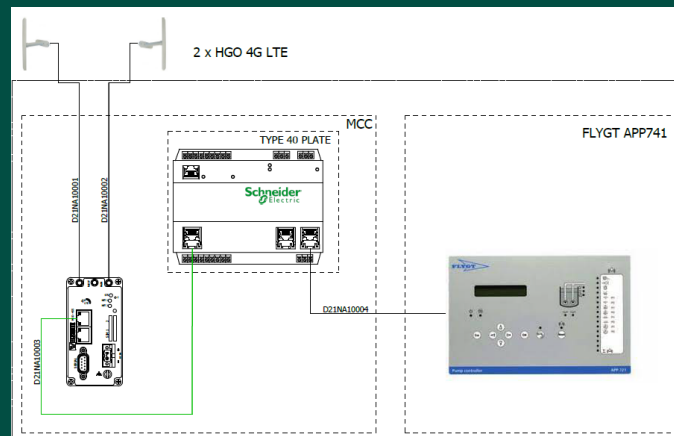
Continuous Improvement



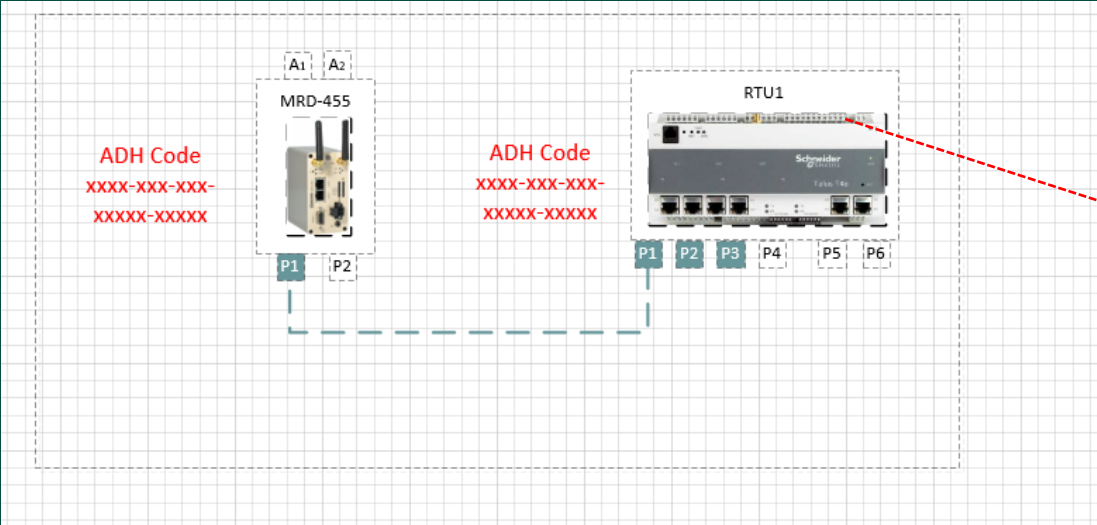
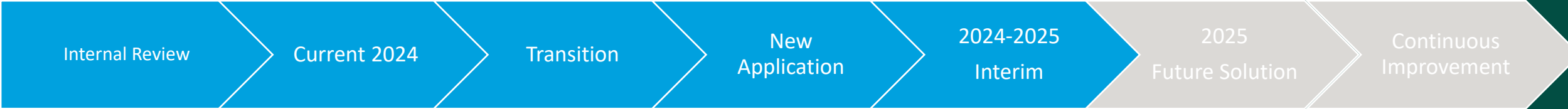
Modbus connections to APP and standard T4C RJ45

APP 9 Pin DIN

9 Pin DIN		ATU 401		RJ45 - T4C	
DCD	1	DCD	Red	White / Blue	
TX	3	RX	Blue	Orange	
RX	2	TX	Green	White / Orange	
DSR	6	DTR	Yellow	White / Brown	
0V	5	0V	Screen	Brown	
DTR	4	DSR	White	Green	
DSR	8	RTS	Black	White / Green	
RTS	7	CTS	Brown	Blue	
RI	9	RI	Violet	Not connected	



Transition into Interim 2024 - 2025



Pulsar Pump Controller with a Pulsar Ultrasonic transducer – hardwired into Telemetry

Future Solution – Ovarro S2000

Internal Review

Current 2024

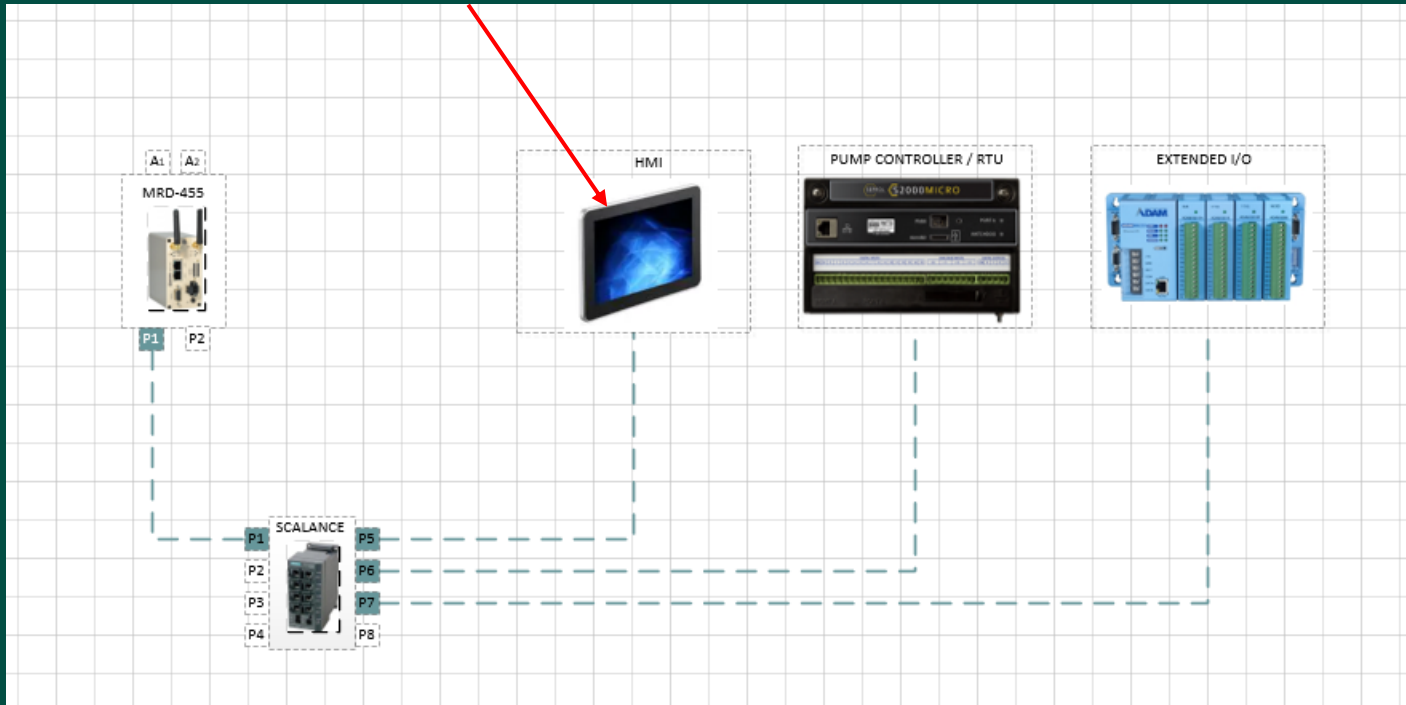
Transition

New
Application

2024-2025
Interim

2025
Future Solution

Continuous
Improvement



- This solution now includes a 4G router
- It has the ability to have more external, hardwired IO signals
- It now has a HMI to enable user changes to the Process Control Parameters e.g. pump start levels
- This solution now has a combined RTU/Pump controller, different to the APP which had 2 separate units
- This includes a switch; this has been agreed to be a non-managed switch
- Each of these devices will require IP addresses

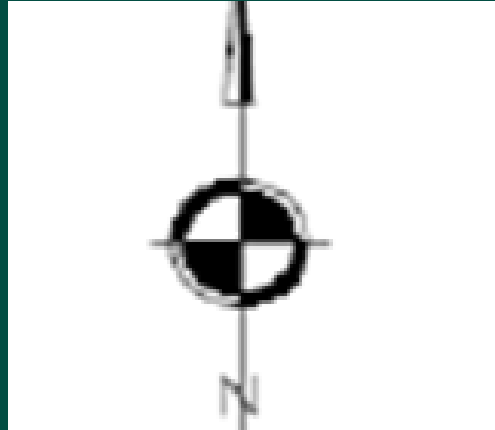
This solution is still in development

Legal Drawings

Legal have rejected a number of drawings which have led to a delay in getting agreements out.
We have re-trained our Engineers, but we need your help too!



Two road names



North Arrow



SuDS Features Purple



Easements with dimension

All Drawing to as near as 1:1250 as feasible on A3 and the site should be bounded by a green line.

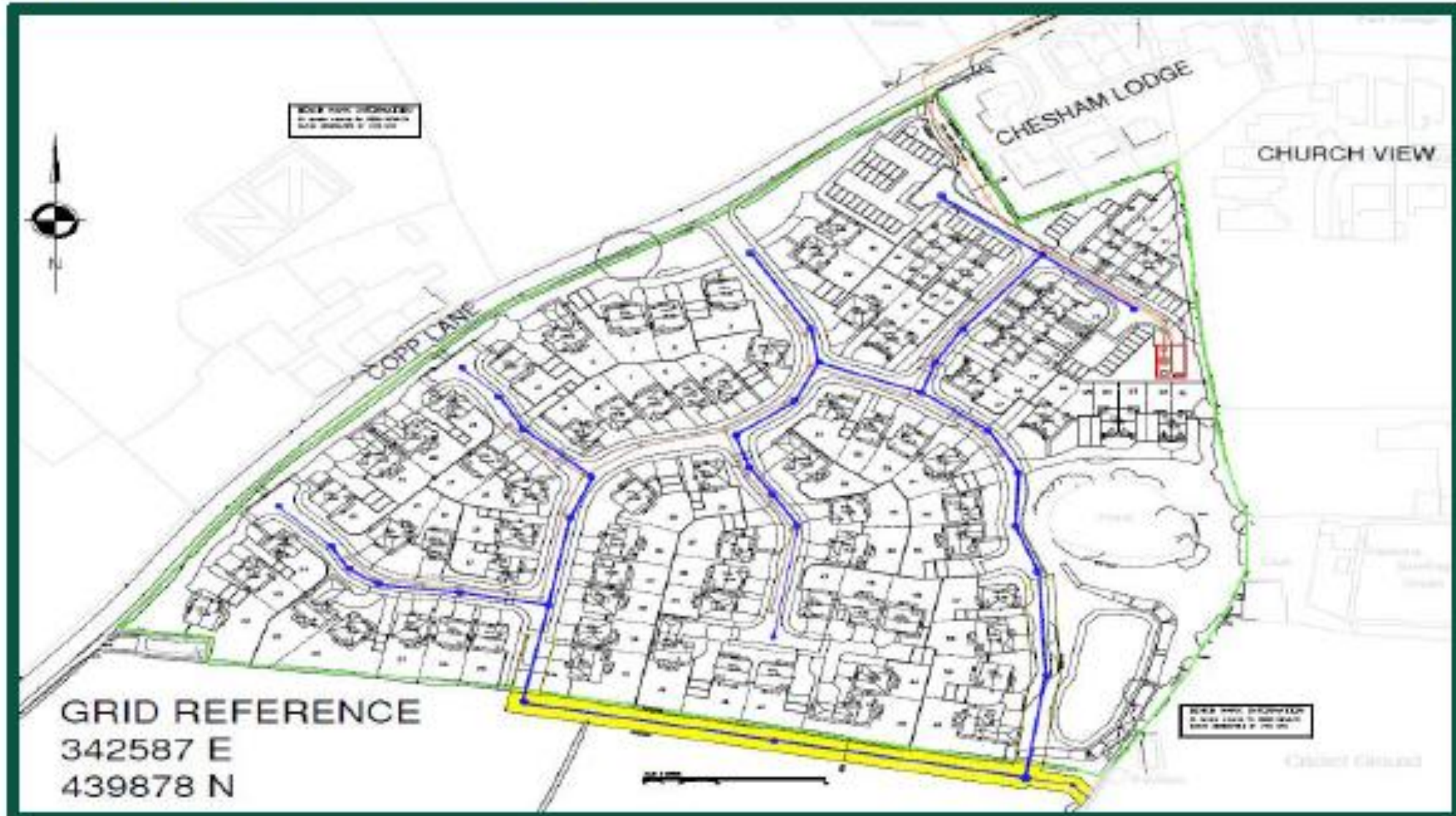
On-site Easements Drawings

Drawing 1 – On site easements



Off-site Easement Drawings

Drawing 2 – Off site easements



Pump Station

We are also experiencing the same issue whereby legal have rejecting a number of drawings which is causing further delays in us being able to get agreements out to you.



Compound bounded in red



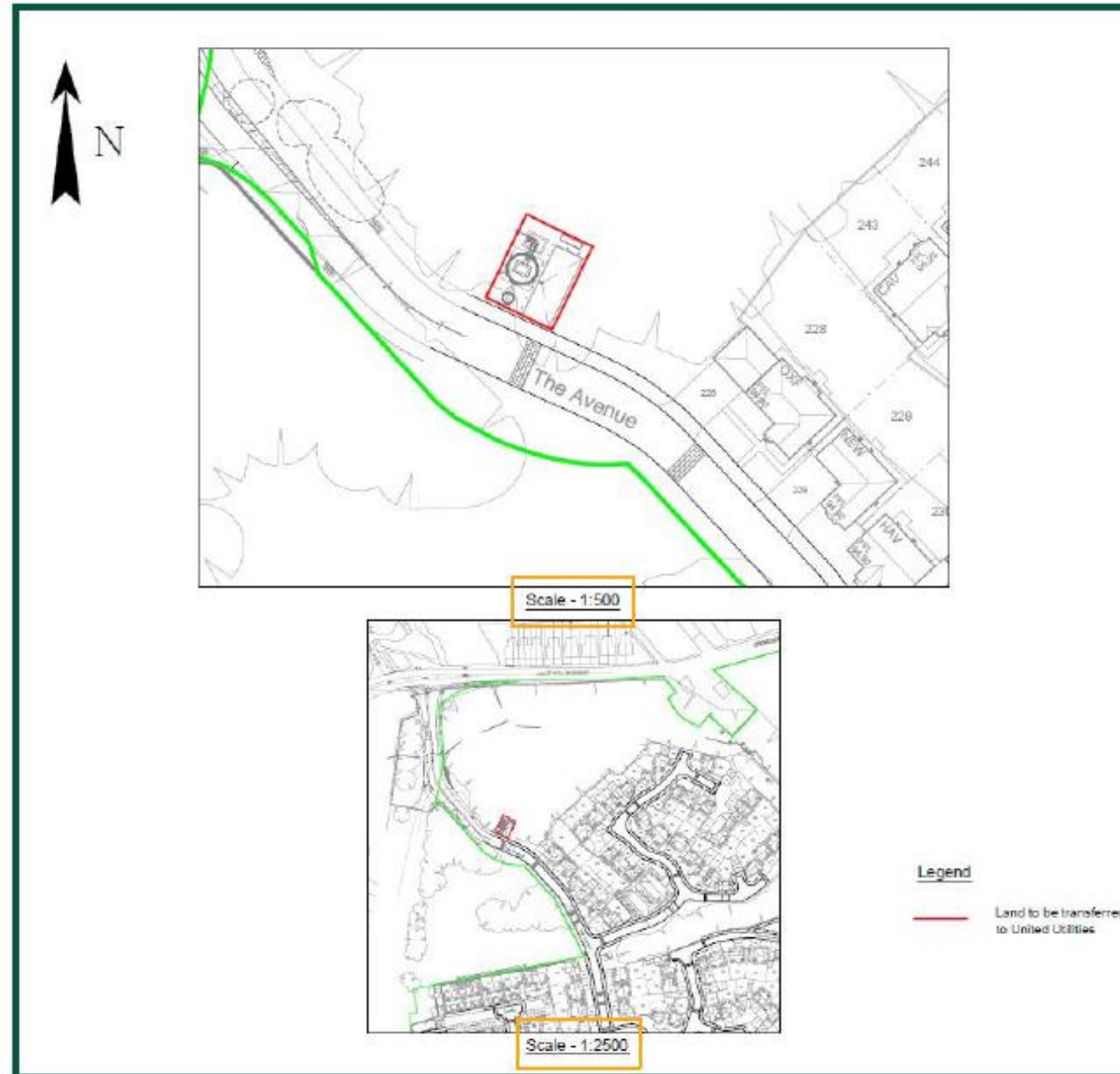
Existing Road Names



Access rights coloured Brown

Plans should be 1:2500 with an insert of 1:500 of the compound

Pump Station Example



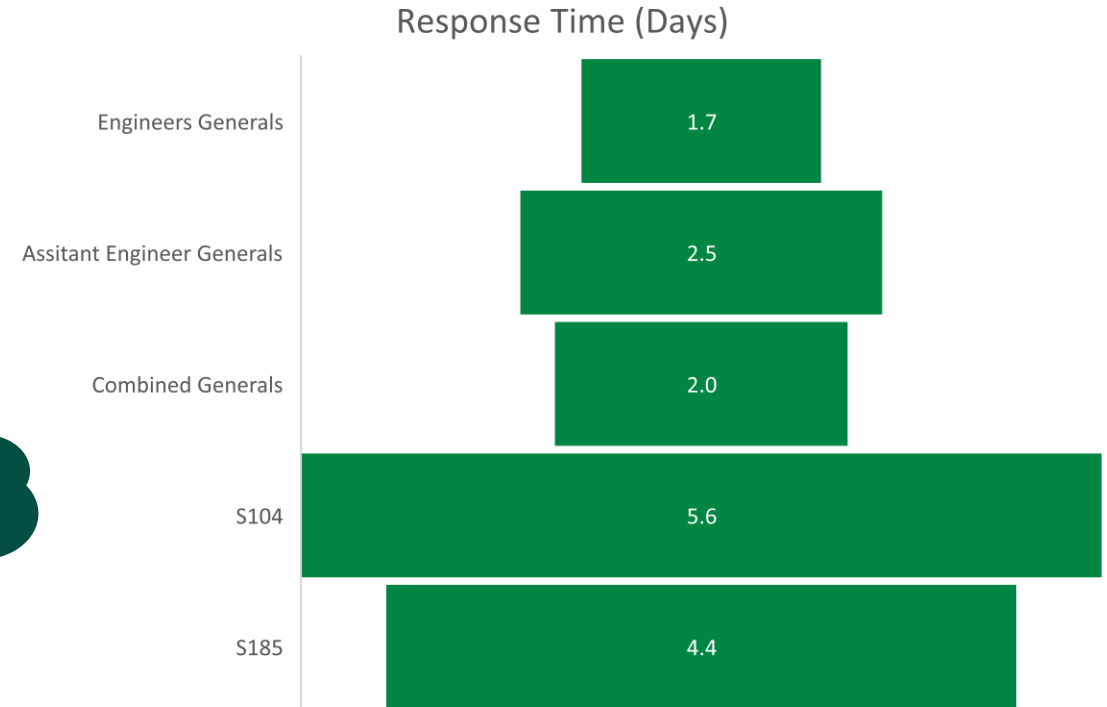
Developer Services Wastewater

TECHNICAL FORUM

Customer Update

Tracey Wright

We have listened to you.....



#It's good to talk – let's have a great conversation # Easy to do business with

Making it easier for you to get in touch ...

It's now easier to get in touch with the right person to talk about your application or development – We have introduced a dedicated Customer Care Team: So we are always available for you



Self-Lay team
0345 026 8989
(Option 1)

Water Mains Laying
0345 026 8989
(Option 2)

**Data Audit Team (Meters &
Trackers for Self-lay)**
0345 026 8989
(Option 3)

**Wastewater Sewer
Adoptions Team (S104
Enquiries)**
0345 026 8989
(Option 4)



0345 026 8989

Email the right team – seweradoptions@uuplc.co.uk

Your Feedback

Q4 23-24

Q1 24-25

1

- Meeting agreed deadlines
- Efficiency

8

9.3



16%

2

- Efficiency in handling this stage of work
- Quality of information available on the website

7.3

9.7



33%

3

- Ease of contact
- Understanding your needs

8.3

9.0



8%

4

- Advice and guidance given to progress the work
- Timeliness of response to questions and requests

8.1

9.1



12%

5

- Keeping you informed on progress
- Completing work within a reasonable timescale
- Accuracy and completeness of documents

7.5

9.3



24%

Developer Services Measure of Excellence (DMEX)

The headlines...

D-MeX score

9.4



Helpful

Smoothly

Quick

Good Communication

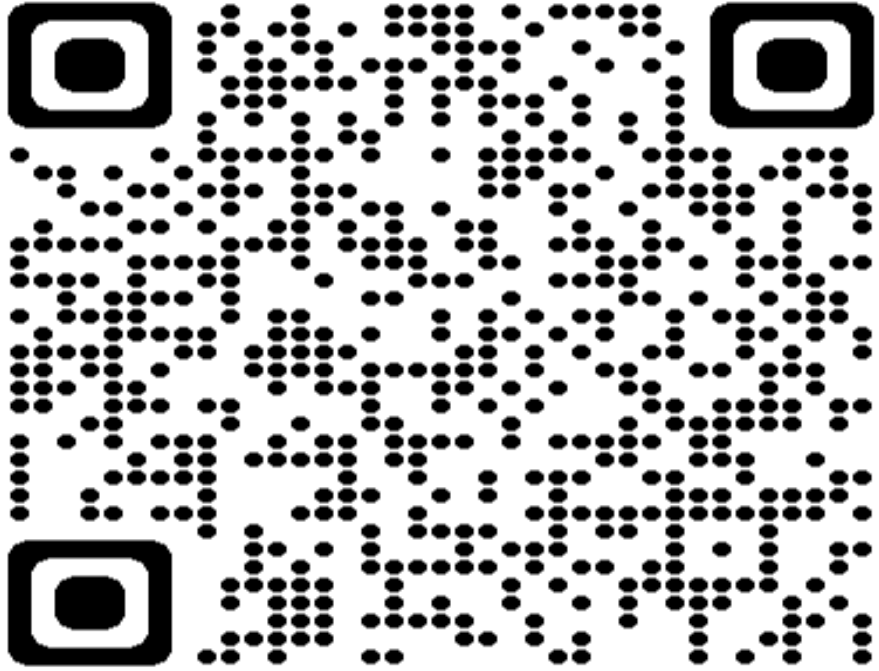
Fast response

Easy to contact

Fast

Quick response

Thank You



THE
WOW!
AWARDS



Safe Journey Home