

**FEEDBACK TO OUR 24/25 CHARGING CONSULTATION**

Thank you to everyone who responded to our annual consultation on developer charges. We would like to take this opportunity to summarise the feedback we received and explain the next steps of our charging review process.

**WE ASKED YOU FOR YOUR THOUGHTS ON THE FOLLOWING TOPICS:**

**Infrastructure Charges**

We indicated our intention to increase infrastructure charges in both the Northumbrian and Essex & Suffolk regions. Our planned increases are below:

	23/24 Charges	24/25 Charges
Northumbrian	165	295
Essex & Suffolk	200	375

Respondents noted that this represented a large increase on our current charges. We are committed to setting our charges in a way that:

- Enables development, by investing in additional capacity in our network
- Maintains the service our existing customers receive, as new properties connect to our network
- Protects our environment by ensuring our network is fit for purpose now and in the future

We understand the impact increased prices can have on our customers, and we would like to reiterate our commitment to providing value for money and a reliable service – infrastructure charges fund vital reinforcement work which provides long-term resilience to our water and wastewater networks.

**Environmental Discounts**

We were pleased to hear that respondents were exploring ways to benefit from environmental discounts, which allow newly connected properties to not pay the infrastructure charge, if they meet water efficiency targets. Some respondents were aware of the discount, others told us that they were not aware of the scheme or had not explored how to use it. We encourage all customers to contact us if they have any questions about environmental incentives, our teams are happy to support in any way needed.

**Value for money**

We are committed to providing a high-quality service at a fair price; over the last year, we have been working to improve our processes and ensure customers receive our services in a timely manner. This includes investment in new systems, training new team members and expanding our customer outreach programme.

We welcome feedback at any stage of the process and appreciate any positive comments we receive. At the same time, we recognise there is always more we can do, and so one of our major areas of focus is further improving the speed at which we work. Like all water companies we are measured on our ability to meet deadlines, and we aim to work at a level exceeding industry targets. We will continue to strive hard to reduce our service time.

## **Developer Services**

### **24/25 Charging Consultation**

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#### **NEXT STEPS**

We received responses from a range of different customer types; however, we want to make sure that in future, our consultation process reaches as many interested parties as possible. Your engagement helps us to communicate changes more clearly and ensure that we are explaining in full any changes to our prices.

In June 2023, we held our Developer Day which allowed us to gather your feedback and have in-person discussions about topics that our customers find most valuable. We intend to repeat this event in 2024 and use this event as an opportunity to gather a list of topics that you would like us to discuss in our charging consultation, as well as collect the contact details of developers who are keen to share their views.