



Dŵr Cymru
Welsh Water

Supporting New Appointments and Variations (NAVs)

dwrcymru.com

Dŵr Cymru Commitment to New Appointments and Variations (NAVs) for Undeveloped sites

We try really hard to give you a fantastic service, but sometimes things go wrong.

As a company that's owned and managed on behalf of our customers, we go as far as possible to get it right first time, every time. Here's our promise to you when things go wrong. We promise to put it right as quickly as possible and where we fail to meet our Levels of Service, we will provide an apology which will include our plans to prevent reoccurrence and make the relevant payment to you as outlined below¹.

Unless otherwise stated, these payments will be automatically made to you — you don't have to claim them. There may be exceptions which mean for example, where we haven't received all of the information, we require it would be impossible for us to meet our Levels of Service.

Water

Measure	Target	Payment (£)
Site status review issued	21 days	50
Proposed development report issued	21 days	20
Written acknowledgement of bulk water application	5 days	20
Bulk Service offer provided	28 days	100
Mains Construction Complete	90 days	200
Water for testing provided	28 days	50
Permanent water supply provided	14 days	100

Sewerage

Measure	Target	Payment (£)
Site status review issued	21 days	50
Proposed development report issued	21 days	20
Written acknowledgement of bulk discharge application	5 days	20
Offsite sewer construction	180 days	100

¹ The payments available to NAVs equal those payable to Developers for an equivalent service.

