



# ESP WATER

ESPW CUSTOMER STATEMENT 2022-23



ESP Water Limited

July 2023



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## DELIVERING EXCELLENT CUSTOMER SERVICE

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ESP Water (ESPW) is a statutory water and sewerage undertaker under a license granted by the Secretary of State for the Environment, Food and Rural Affairs under the Water Industry Act 1991. We are a NAV (New Appointment and Variation) company and are appointed to provide water and/or sewerage services to customers on new developments in areas across England instead of the regional incumbent water and/or sewerage companies. We are strictly monitored by several independent regulators who ensure not only that we comply with the many laws and regulations that govern us but that customer rights are protected, and that customer are no worse off than if they were supplied by the regional incumbent water company.

This is our Customer Statement for 2022-23, which is a requirement under our appointment. It sets out how we performed as a water company over the last year (01 April 2022 until 31 March 2023) and includes our service level indicators and performance measures. We also explain how these targets will be achieved by our people and processes and summarise what we will focus on for 2023-24 and into the future.

If you have any queries about this statement, please contact us on 0330 1234201 or by emailing [generalenquiries@esewater.co.uk](mailto:generalenquiries@esewater.co.uk). Further details around your water supply or sewerage can also be found in our Customer Code of Practice on our website [www.esewater.co.uk](http://www.esewater.co.uk) or you can request a copy on 03301234201.

## INTRODUCTION

ESPW aims for the highest level of service for our customers, and it is one of our top priorities alongside our quality and environmental goals. This document provides an overview on how we have performed over the last year, and our plans for the following year.

ESPW was appointed in July 2022 and now has 23 variations to our appointment as a Water and Sewerage Undertaker on new housing developments in England. This report is valid for 31 March 2023 and at this point we had just three sites in supply with customers.

## KEY PLAYERS IN THE WATER AND WASTE INDUSTRY

### PEOPLE, SYSTEMS & PROCESSES TO DELIVER EXCELLENT CUSTOMER SERVICE

ESPW is part of the ESP Utilities group (ESPUG), which has been providing Gas & Electricity to properties for over 20 years. With over 950,000 utility connections ESPUG is the UK's second largest owner and operator of independent residential, industrial and commercial multi-utility networks. ESPW utilises the robust systems in place for operational responses and customer service that are already in place for ESPUG.

Figure 1 below describes the history of ESPUG. ESP Water was established in January 2021 and gained our appointment as a Water and Sewerage Undertaker in July 2022. We are partly owned by 3i Investments PLC. Further details on our company structure can be found on our website [www.espwater.co.uk](http://www.espwater.co.uk).

## Our History

### THE LARGEST ADOPTION ONLY NETWORK OPERATOR

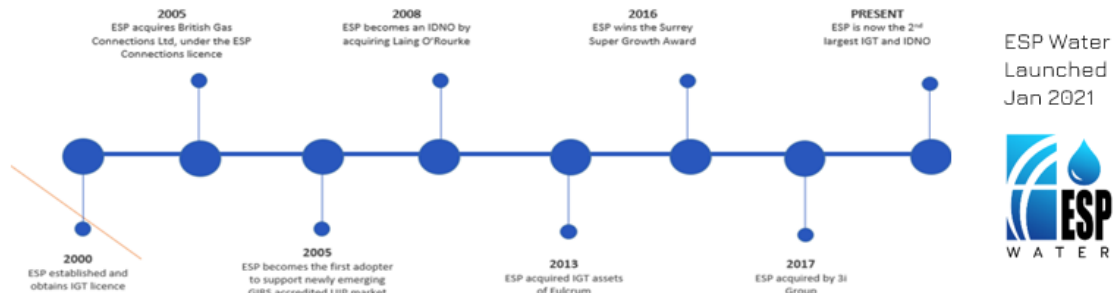


Figure 1 – ESPUG History

ESPW ensures that customers receive a level of service that is at least equal to that offered by the regional incumbent ("no worse off" principle) and our aim is to always provide an enhanced level of service.

The ESPW team members have extensive experience and knowledge of working in the water sector and are focussed on delivering excellent customer service, operating quality water and wastewater networks and delivering high levels of water quality and environmental standards.

The ESPW water team are supported by the wider ESPUG multi utility operational and customer teams and where necessary by external specialist companies. ESPW's operational processes aim to follow, where it makes sense to, the established processes already in place for our Gas and Electricity business of ESPUG, as these are robust and efficient. The Managing Director of ESP Water is a member of the ESPUG Executive team reporting into ESPUG Board.

## ESPW CUSTOMERS

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### OUR CUSTOMERS

As of 31 March 2023, we have customers on 3 developments in England. These are listed below and are all in their own water supply zone (WSZ):

- Varsity Quarter, Sale, Manchester
- Bracks Farm, Bishops Auckland
- Station Road, Newport

Whilst the number of occupied properties is currently low our numbers of customers will increase as houses are built and residents move into their new homes. Although at present there are no non-Household (NHH) business customers on these 3 developments, ESPW are a wholesaler only to NHH customers across England having exited the NHH retail market in March 2023.

Although by the 31 March 2023 ESPW had just these three sites in supply, ESPW is growing rapidly with 23 sites having been appointed by Ofwat to date.

### DEVELOPER SERVICES CUSTOMERS

We work closely with many housing developers across England and Wales on the delivery of water and wastewater connections often delivered as part of a multi-utility (water, wastewater, gas and electricity) offering. This helps developers connect new houses faster and more flexibly and removes many of the bottle necks associated with the traditional provision of individual utility connections.

### INCUMBENT RELATIONSHIP

ESPW currently do not extract or treat water, nor do we treat effluent. We connect to the regional incumbent water and wastewater companies at the boundary of our sites for the provision of water and for the discharge of wastewater; we have bulk supply and bulk discharge agreements in place with United Utilities, Northumbrian Water and Severn Trent Water for the three developments listed previously. We have robust communication plans in place with these incumbent regional water companies and share data on water quality and resource management.

### CUSTOMER CONTACT CENTRES & BILLING

ESPW has a dedicated contact centre that operates Monday to Friday 08.30am until 5.30pm to deal with customer contacts, billing enquiries & any operational issues that may arise. In addition, we have a contact centre open 24/7 to deal with out of hour emergency contacts. This 24/7 contact centre is provided by a partner and aligns with our Gas and Electricity processes. If a customer needs to contact us at any time, they can call 0330 1234201.

We also operate a Priority Services Register (PSR) for vulnerable customers. Further information on these services can be found on our website [www.espwater.co.uk](http://www.espwater.co.uk).

## OUR 2022-23 SERVICE PERFORMANCE

### LEVELS OF SERVICE

#### GUARANTEED MINIMUM STANDARDS OF SERVICE PAYMENTS FOR 2022-23

Customers of water and sewage companies are entitled to guaranteed minimum standards of service (GSS), as laid down by the Government in the Water Supply and Sewerage Services (Customer Service Standards) Regulation 2008. ESPW have not had to pay any GSS payments in this financial year.

Should our customers experience an issue in their supply or in their interaction and communication with ESPW, we will match the incumbent's GSS payments and schemes. For more information on our GSS payments, please go to "Our Promises" document on our website.

In addition to the GSS standards, ESPW are required to report on other regulatory performance standards. Also, to ensure that we maintain the highest customer service levels and quality standards we have implemented a set of internal levels of service indicators to monitor our performance.

Table 1 below shows our relevant service level indicators and how we performed in 2022-23 at the three sites that are in supply.

**Table 1 – Levels of Service Indicators and Targets**

Type of measure	Service	Detailed description	2022-23 Performance
GSS	Low Pressure (<7m static head for >1 hour on 2 occasions within 28-day period)	The number of properties that have received, and are likely to continue to receive, pressure below the reference level when demand is not abnormal.	0
Regulatory Reporting	Water Quality – Compliance Risk Index (CRI). (See Ofwat website for definition)	Number of water quality sample failures from regulatory sampling programme measured using the CRI index.	0.00
Internal Target	Water Quality – Event Risk Index (ERI). (See Ofwat website for definition)	Number of water quality events measured using the ERI index.	0.00
Regulatory Reporting	Supply interruptions Planned & Unplanned	Number of minutes lost per customer for the whole customer base for interruptions that lasted 3 hours or more	0
Regulatory Reporting	Leakage	% of leakage per volume supplied.	No data available yet
Regulatory Reporting	Internal Sewer flooding	The number of internal flooding incidents per year	0
Regulatory Reporting	External Sewer flooding	The number of external flooding incidents per year	0
Regulatory Reporting	No pollutions	Number of pollutions Cat 1 – 3 as categorised by the Environment Agency.	0
Internal Target	Water Efficiency - water use per person	% Increase in water use by our customers.	0%



GSS	Billing Enquiries	Requests to change method of payment responded to within 5 working days.	100%
GSS	Written complaints	Written complaints responded to within 5 working days.	100%
Regulatory Reporting	WQ Acceptability Complaints	Number of WQ complaints associated with the taste, smell or appearance of the water per 1000 population	0.0
Internal Target	Meter readings	The % of properties receiving at least one bill in a financial year that is based upon a company actual reading	None read yet
Internal Target	Abandoned telephone contacts	The % of callers that hang up before they receive a substantive response	0%

We will continue to publish how we are doing against these level of service indicators annually in our customer statement and on our website [www.espwater.co.uk](http://www.espwater.co.uk). Further details on any of these performance measures can be gained by contacting us on 0330 123 4201.

### PRICE & CUSTOMER SUPPORT

ESPW are committed to ensuring that our customers are “no worse off” than if they were to have a water supply from the relevant regional incumbent water company.

We understand that customers can sometimes find it difficult to manage their financial outgoings. Wherever possible ESP will seek to offer a flexible, personal process for customers facing payment difficulties. ESPW will seek to offer social tariffs offered by the relevant regional incumbent water company upon request from a customer. We also offer WaterSure tariffs to provide financial assistance to household customers who use large amounts of water for essential purposes, and we can arrange for payments to be made directly from DWP benefits under the Water Direct scheme for eligible customers.

Our charging statements are available on our website and if you have any comments, please contact us on 0330 1234201.

### VULNERABLE CUSTOMERS

We are committed to supporting vulnerable customers. ESPW have in place a Priority Services Register (PSR) for a range of needs. Find out more on our website or by phoning 0330 123 4201.

### COMPLAINTS

We have not received any customer complaints in 2022-23. Customers can send us queries by several channels including phone, email and on our website.

### CUSTOMER SATISFACTION

Due to the small number of occupied homes, we did not carry out any customer surveys in 2022-23. As the number of customers connected to ESPW networks increases then we plan to monitor customer satisfaction and to seek customer feedback to further improve the service we provide to our customers.

### UNPLANNED OUTAGES AND INTERRUPTION RESPONSE TIMES

We have not had any unplanned outages or interruptions to supply in 2022-23. We are committed to keeping these to a minimum through proactive action to avoid problems on our network; by reacting promptly to problems when they do arise; and through effective and timely communication with the incumbent water companies where issues arise on their networks which have the potential to impact ESPW customers.

## LEAKAGE

We are dedicated to keeping leakage at the lowest possible level and have a target of less than 5%. This is very much lower than the incumbent water companies in England and we are confident that we will achieve this through the high quality of our design, adoption and operation of our networks and the fact that we only adopt newly constructed water and wastewater networks.

## PER CAPITA CONSUMPTION (PCC)

We only adopt newly built water networks designed to current Building Regulations which requires new homes to be built to 125 l/h/d (litres per head per day); we are however committed to achieving the water industry target of 110l/h/d (litres per head per day) by 2050. We have recently published our draft Water Resource Management Plan (WRMP), which summarises how we will ensure sufficient supplies of water for our customers over the next 25 years <https://espwater.co.uk/wrmp/>. Our final WRMP will be published later in 2023. Due to the small number of new customers supplied, ESPW currently do not have sufficient data to calculate its company level PCC, but this is something we will present in the future.

## WATER QUALITY

We are committed to ensuring the highest quality of drinking water by meeting the Water Supply (Water Quality) Regulations and listening to our customers. Water is monitored on a calendar year basis, and we currently have a CRI (Compliance Risk Index) score of 0.00. This score is the maximum positive score achievable under the Drinking Water Inspectorate measures and is made up of any failing samples that we may have had in the calendar year. All water companies are required to take a suite of regulatory samples from all their water supply zones.

## DROUGHT MANAGEMENT

In this reporting year we produced first draft Drought Plan, which explains how we will manage supplies in a drought situation. The final document will be published later in 2023. <https://espwater.co.uk/our-drought-plan/>

## DELIVERY AGAINST ESPUG SUSTAINABILITY GOALS

ESPW is part of ESPUG, and we strive to ensure we meet the sustainability goals of the wider company. We are committed to reducing our environmental impact and continually improving our environmental performance. Part of this commitment includes participation in the annual GRESB benchmarking process which is a global measure of sustainability and performance.



## PLANS FOR 2023-24 & THE FUTURE

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### OUR GROWTH

ESPW have been appointed to 23 sites across England (as at July 2023) which will serve nearly 9,000 residential properties. As a result of our multi-utility proposition to developers we expect this number to grow significantly over the coming years and we already have a healthy pipeline of work that is either with Ofwat for appointment or will soon be submitted for their consideration.

### CONTINUED SUPPORT TO CUSTOMERS

We will continue to support all our customers, including those that are vulnerable and those that are struggling to pay. For help and advice please go to our website at [www.espwater.co.uk](http://www.espwater.co.uk).

### UPDATING OUR WEBSITE

Over the next year we will be relaunching our website. As part of a “one company” website it will be better integrated and will reflect the multi-utility offering of the group.

### WATER EFFICIENCY

As new customers move into their home they receive water efficiency information and tips on how to save water. All our properties are metered and we will help customers understand their bills. There is also information on our website.

For more information view [www.espwater.co.uk](http://www.espwater.co.uk) for our publications:

- Water Resource Management Plan
- Drought Plan
- Customer Code of Practice
- Ofwat Annual Return

## LINKS TO OUR REGULATORS

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ESPW is a private water and wastewater services company, established in 2021. We can operate right across England and Wales, providing services within specific areas in place of the regional (known formally as the incumbent) water company. When we apply to do this, we are granted a New Appointment and Variation (NAV) licence.

Our licence governs the way we operate our business and controls how we can vary the charges we make our customers each year. We are regulated by:

The **Drinking Water Inspectorate (DWI)** a government department set up to ensure we meet the legal standards put in place for drinking water quality.

[Drinking Water Inspectorate \(dwi.gov.uk\)](https://www.dwi.gov.uk)



The **Environment Agency (EA)** ensures that our activities do not negatively impact the environment and that we plan appropriately to ensure there are adequate water resources for the future.

[Environment Agency - GOV.UK \(www.gov.uk\)](https://www.gov.uk)



**Ofwat** is appointed by the government and is our primary regulator. Its purpose is to ensure that customer interests are protected, and we comply with the conditions of our licence. It controls the changes we can make to our charges and approves the standards of service we must provide. It also provides guidelines for information we provide to our customers, one example being this Code of Practice

[Home - Ofwat](https://www.ofwat.gov.uk)



We do not currently own and maintain any water treatment works or wastewater treatment works; we source our high-quality water supplies from the incumbent water company and pass the used wastewater back to them for recycling.

We also work with **CCW**, which is the water industry watchdog. It is the independent voice for all water customers in England and Wales. CCW also investigate complaints that cannot be resolved by water companies.

[CCW | The voice for water consumers, here to help you. \(ccwater.org.uk\)](https://www.ccwater.org.uk)



## HOW TO CONTACT US



YOU CAN WRITE TO US AT:

ESP Water  
Blue Bird House  
Mole Business Park  
Leatherhead  
KT22 7BA



YOU CAN CALL US ON:

0330 123 4201

Our office hours for queries are:

Monday - Friday 08:30 - 17:30  
excluding bank holidays



YOU CAN EMAIL US AT:

For billing related enquiries:  
[billing@eswater.co.uk](mailto:billing@eswater.co.uk)

For all other enquiries:  
[GeneralEnquiries@eswater.co.uk](mailto:GeneralEnquiries@eswater.co.uk)



YOU CAN VISIT OUR WEBSITE AT:

[www.eswater.co.uk](http://www.eswater.co.uk)



EMERGENCIES CONTACT:

For any emergencies with your water or wastewater supplies please call our 24-hour emergency number on 0330 123 4201