



ESP WATER

ESPW CUSTOMER STATEMENT 2023-24



ESP Water Limited

July 2024



CONTENTS



DELIVERING EXCELLENT CUSTOMER SERVICE	03
INTRODUCTION	04
KEY PLAYERS IN THE WATER AND WASTE INDUSTRY	04
ESPW CUSTOMERS	05
<ul style="list-style-type: none">• OUR CUSTOMERS• DEVELOPER SERVICES CUSTOMERS• INCUMBENTS RELATIONSHIP	
OUR 2023-24 SERVICE PERFORMANCE	06
<ul style="list-style-type: none">• LEVELS OF SERVICE	
PLANS FOR 2024-25 & THE FUTURE	09
<ul style="list-style-type: none">• OUR GROWTH	
OUR VULNERABILITY STRATEGY	10
LINKS TO OUR REGULATORS	12
HOW TO CONTACT US	

DELIVERING EXCELLENT CUSTOMER SERVICE

ESP Water (ESPW) is a NAV (New Appointment and Variation) company and are appointed to provide water and/or sewerage services to our customers on new developments in areas across England and Wales instead of the regional incumbent water and/or sewerage companies. We are strictly monitored by several independent regulators who ensure that we comply with the relevant laws and regulations that govern us, 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 2023-24, which is a requirement under our appointment. It sets out how we performed as a water company over the last year (01 April 2023 until 31 March 2024) 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 2024-25 and in the future.

If you have any queries about this statement, please contact us on 0330 1234201 or by emailing generalenquiries@espwater.co.uk. Further details around your water supply or sewerage can also be found in our Customer Code of Practice on our website www.espug.com or you can request a copy by calling 0330 1234201.

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 of how we performed over the last year, and our plans for the following year.

This document covers the period up to 31 March 2024. ESPW was appointed in July 2022 and now has 39 variations to our appointment as a Water and Sewerage Undertaker on new housing developments in England with sixteen sites in supply providing water and wastewater services to 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 which has been providing Gas & Electricity connections to properties for over 20 years. With over 1 million utility connections ESP is one of the UK's largest owners and operators of independent residential, industrial and commercial multi-utility networks. For the purposes of this customer statement ESP Water and ESP Utilities Group are referred to as "ESP".

Figure 1 below describes the history of ESP. ESP Water was established in January 2021 and gained our appointment as a Water and Sewerage Undertaker in July 2022. Further details on our company structure can be found on our website www.espug.com.

Our History

THE LARGEST ADOPTION ONLY NETWORK OPERATOR

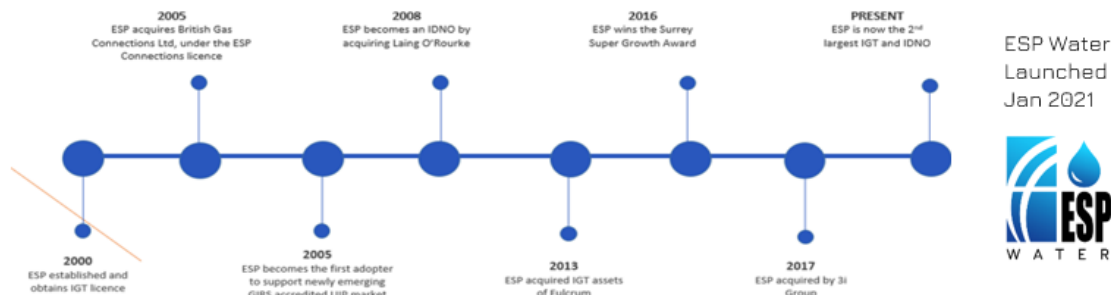


Figure 1 – ESPUG History

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

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

ESP has robust systems in place for operational responses and customer service that ensure a high level of service to all our customers.

ESPW CUSTOMERS

OUR CUSTOMERS

As of 31 March 2024, we have customers on 17 sites in England. These are listed below, with the majority being in their own water supply zone (WSZ):

- Varsity Quarter, Sale, Manchester
- Bracks Farm, Bishops Auckland
- Station Road, Newport
- Wrottesley Park, Perton
- Sylvester Street, Sheffield
- Halifax Road, Penistone
- Bhailok Court, Preston
- The Grange, Bideford
- Burdon Lane, Ryhope
- Bromyard Road, Worcester
- Malabar Farm, Daventry
- Sydney Road, Crewe (Water only)
- Southport Road, Thornton (Water only)
- Springwell Gardens, Leeds *
- Latitude Purple, Leeds *
- The Maltings, Aylesbury
- Coventry Meggitt, Coventry

* Same Water Supply Zone

Whilst the number of occupied properties is currently low our numbers of customers will increase as houses are built out and residents move into their new homes. ESP Water are a wholesaler only to non-Household (NHH) customers across England having exited the NHH retail market in March 2023 and at present there are only 5 NHH business customers on these 17 developments.

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

ESP 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, Severn Trent Water, Yorkshire Water, Anglian Water, Thames Water, South West Water for the seventeen developments listed above. We have robust communication plans in place with these incumbent regional water companies to ensure the sharing of data on water quality, water resources and operational considerations.

CUSTOMER CONTACT CENTRES & BILLING

ESP has a dedicated contact centre that operates Monday to Friday 08.30am until 5.30pm to deal with customer calls, 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. If a customer needs to contact us at any time, they can call 0330 123 4201.

We also operate a Priority Services Register (PSR) for vulnerable customers. Further information on these services can be found in our vulnerability strategy section and on our website www.espug.com.

OUR 2023-24 SERVICE PERFORMANCE

LEVELS OF SERVICE

GUARANTEED MINIMUM STANDARDS OF SERVICE PAYMENTS FOR 2023-24

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.

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

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

ESP has not failed any of the guaranteed standards and therefore we have not had to pay any GSS payments in this financial year. Table 1 below shows our service level indicators and how we performed in 2023-24 at the 17 sites that are in supply.

Table 1 – Levels of Service Indicators and Targets

Type of measure	Service	Detailed description	2023-24 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 (Calendar year)	Water quality results- Measured by a Compliance Risk Index (CRI). ¹	Number of water quality sample failures from regulatory sampling programme measured using the CRI index.	0.004
Internal Target (Calendar year)	Water quality events - Measured by an Event Risk Index (ERI). ²	Number of water quality events measured using the ERI index.	0.071
Regulatory Reporting	Leakage	Estimated % of leakage per volume supplied.	4.88%
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	Per Capita Consumption (l/h/d) (litres per head per day).	117.58
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 (calendar year)	Water Quality (WQ) Acceptability Complaints	Number of WQ complaints associated with the taste, smell or appearance of the water per 1000 population	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	100%
Internal Target	Abandoned telephone contacts	The % of callers that hang up before they receive a substantive response	0%

¹CRI = Impact x Population x DWI assessment

²ERI = Impact x Population x Duration x DWI assessment

(Further information on these measures can be found on [DWI's website](#))

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.espug.com. Further details on any of these performance measures can be obtained by calling us on 0330 123 4201.

PRICE & CUSTOMER SUPPORT

ESP are committed to ensuring that our customers are “no worse off” than if they were to have a water supply from their 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. ESP aims 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 Department of Work & Pensions (DWP) benefits under the Water Direct scheme for eligible customers.

Our charging statements are available on our website and if you have any comments or need support, please contact us on 0333 000 0059.

COMPLAINTS

We received 4 customer complaints in 2023-24 associated with an interruption to supply, and the concerns were addressed quickly. Customers can send us queries using several different channels including phone, email and via our website.

CUSTOMER SATISFACTION

Due to the small number of occupied homes, we did not carry out any customer surveys in 2023-24. As the number of customers connected to ESP networks increases, we will monitor customer satisfaction and to seek customer feedback to further improve the service we provide to our customers. This is through a traffic light customer satisfaction survey, which we use across all our utilities.

UNPLANNED OUTAGES AND INTERRUPTION RESPONSE TIMES

During the past year we experienced a small number of unplanned events that have impacted customer’s water supplies. These were mostly associated with interruptions caused by issues on the incumbent water networks providing water to our sites. These issues have now been addressed and procedures put in place to prevent reoccurrence. 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 ESP customers.

LEAKAGE

We are dedicated to keeping leakage in our water networks at the lowest possible level. All of our supplies to customer properties are individually metered, as are the bulk water connections

that take water from the upstream incumbent water company to serve our sites. Once a housing development is completely built out then unaccounted for water (“UFW”) - the difference between the water metered at the bulk water meter and the sum of the individual customer meters - will principally be accounted for by leakage within the ESP mains water pipes on the site. ESP have committed to limit this UFW to less than 5% for completed sites.

This is significantly lower than the incumbent water companies in England. We are confident that we will achieve this through the high quality of the design, adoption and operation of our networks and the fact that we only adopt newly constructed water and wastewater networks. However, during the construction phase of a development additional water is used for construction purposes and for “flushing” of the mains pipes during construction to ensure a high quality of water supply and not all of this water is metered. For sites still under construction our UFW figure is substantially higher than we would expect to see on a completed site and should not be seen as indicative of the underlying level of leakage. ESP closely monitor the quality of construction of our water networks through regular construction and pre-adoption inspections as well as analyses of meter data and we are confident that once the site has been built out and construction completed we will achieve or better our leakage target.

PER CAPITA CONSUMPTION (PCC)

ESP 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 published our draft Water Resource Management Plan (WRMP) for 2024, which summarises how we will ensure sufficient supplies of water for our customers over the next 25 years.

[Water Resource Management Plan](#)

Due to the small number of new customers supplied, ESP has calculated their per capita consumption (PCC) as 117.58l/h/d. As we get more data we will be able to present this information with more accuracy. We provide water saving advice on our website and on customer bills.

WATER QUALITY

The quality of the water supplied by ESP to our customers is regulated by the Drinking Water Inspector (DWI) and is compliant with the standards required under the Water Supply (Water Quality) Regulations. Water is routinely sampled and monitored against strict water quality measures and reported to the DWI. ESP currently has a CRI (Compliance Risk Index) score of 0.004. This score is calculated by the Drinking Water Inspectorate measures and is made up of any failing samples that occur in the calendar year. In 2023, we had one sample failure on a temporary building supply that was found to be from an incumbent source. The issue was rectified, and the developer was informed.

DROUGHT MANAGEMENT

In this reporting year we published our Drought Plan, which explains how we will manage supplies in a drought situation.

[Final Drought Plan](#)

We are working with the Incumbents, Regulators and the wider water sector to improve communications amongst NAVs and water companies to help manage resources.

DELIVERY AGAINST ESPUG SUSTAINABILITY GOALS

ESP 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. Republish our sustainability strategy [Sustainability Strategy](#)

PLANS FOR 2024-25 & THE FUTURE

OUR GROWTH

ESPW has been appointed to 40 sites across England (as at July 2024) which will serve nearly 27000 residential properties. As a result of our position as a leading provider of utility connections to housing 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.espug.com. We will also embed our 'Th!nk Customer' campaign, more detail on which can be found in a subsequent section. we will also continue to develop our new website to ensure it meets customer needs.

WATER EFFICIENCY

When new customers move into their home ESPW provide a welcome pack that includes guidance on water efficiency and tips on how to save water. All our properties are metered and we will continue to support customers in saving water and money by providing information and advice on bills and on our website

For more information view www.espug.com for our publications:

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

OUR VULNERABILITY STRATEGY

In June 2024 we submitted our draft Vulnerability Strategy to Ofwat. [Our Vulnerability Strategy](#)
 This strategy is based on our 'Th!nk Customer' campaign, which is at the heart of what we do at ESP. A summary of our approach is below and these statements embody our wish to treat our consumers, our customers and colleagues as we would like to be treated.

Think Customer Campaign

This campaign is based on our 5 core values, as detailed below, and sets out our commitments to customers under each of these values.



<p>Excellence WE ARE EXPERTS We will always... Train our people to the highest standards Empower our people to do what is best for the customer. Encourage a Can Do mindset Work on improving our systems & processes</p>	<p>Transparent WE COMMUNICATE OPENLY & HONESTLY We will always... Be positive & professional and avoid jargon Be honest & upfront about the situation & won't hide behind email Explain our processes clearly with regular updates Guide the customer to achieve a shared outcome</p>	<p>Ambitious WE ENJOY WHAT WE DO We will always... Be innovative in our thinking Lead by example and BE the example Take pride in our service Keep a positive mindset</p>
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<p>Respectful WE ARE ALL RESPONSIBLE We will always... Follow through & follow up Put ourselves in the customer's shoes Provide service with a smile Live our shared values</p>	<p>Collaborate WE REALLY CARE We will always... Come together to keep our promises Co-operate with each other Hold each other to account Work together to get the best outcome, aiming to get it right first time Actively listen to understand our customers' needs</p>
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Our Vulnerability Strategy Promise

We will support all those that need extra help by understanding their needs, delivering our promises and following our Th!nk customer principles.

PRIORITY SERVICES REGISTER

We continue to be committed to supporting vulnerable customers. ESPW have in place a Priority Services Register (PSR) for a range of needs. You can fill in our form or find out more on our website www.espug.com or by phoning 0330 123 4201.

We can offer a range of services to meet your needs if you:

- Have physical disabilities
- Have mental health conditions
- Have dementia
- Have chronic or serious illness
- Are of pensionable age over 65
- Are deaf or have difficulty hearing
- Need dialysis
- Have developmental conditions
- Are blind or partially-sighted
- Are unable to answer the door
- Have restricted hand movement
- Are unable to communicate in English

You can also sign up if your temporary situation means you need additional help. This includes if you:

- Have young children below the age of five
- Have experienced life changes such as bereavement or separation
- Are recovering following hospital treatment
- Are a young adult (below 18) who is paying the bills

ONCE YOU JOIN THE PSR, WE WILL:

- Provide advance notice of planned interruptions.
- Offer proactive communications during both planned or unplanned interruptions to your supply.
- Give advice on how you can prepare for a planned interruption and manage in case of unplanned interruptions.
- Provide a password facility so you can check the identity of any of our people that may need to visit your home – either at your request or in an emergency.

LINKS TO OUR REGULATORS

ESP is a private water and wastewater services company, established in 2021. We 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)



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)



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



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 Consumer Council for Water **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)



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 or 0333 000 0059
(billing enquiries)

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@espwater.co.uk

For all other enquiries:
GeneralEnquiries@espwater.co.uk



YOU CAN VISIT OUR WEBSITE AT:

www.espug.com



EMERGENCIES CONTACT:

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