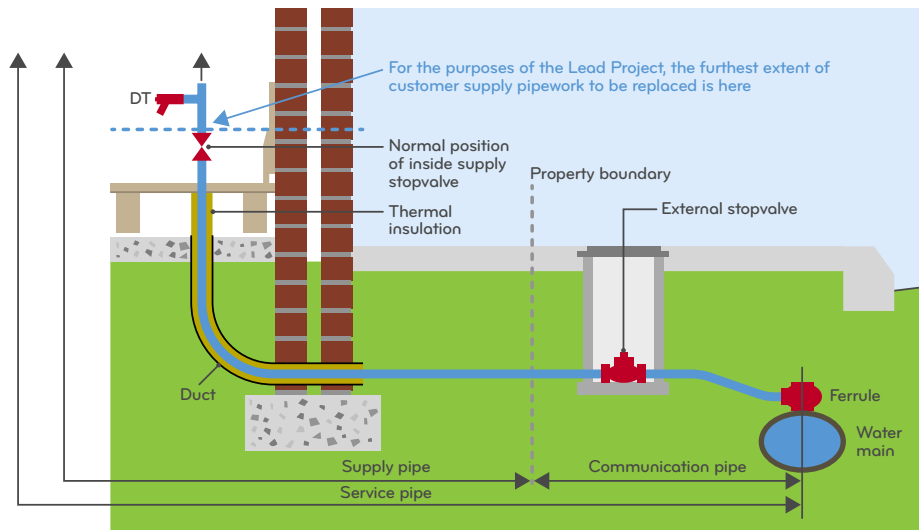


Joint Supply Renewal Approach

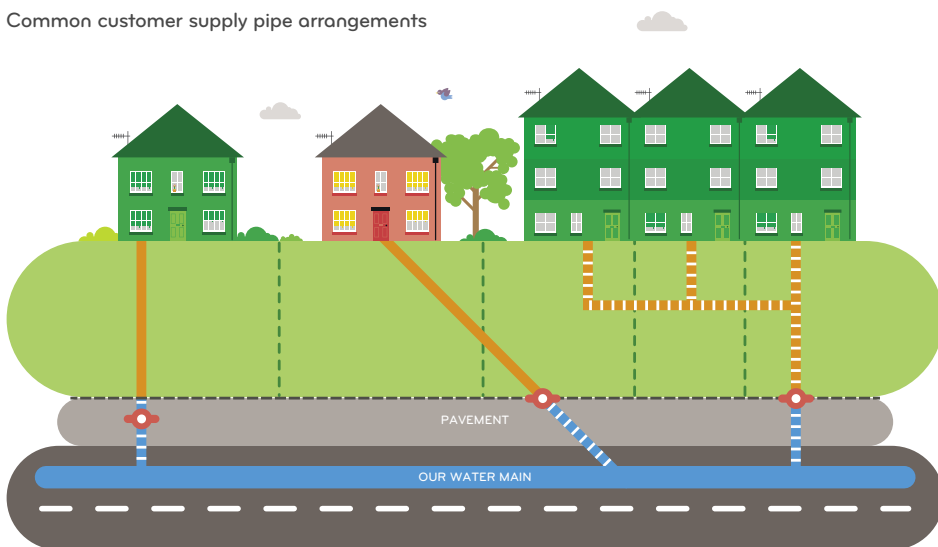
There will be various circumstances where customer lead supply pipes are located on joint supplies. Joint supplies are notoriously complicated due to the difficulties in liaising with all customers and agreeing a common approach (there have been joint supplies with up to 18 supplies) and ensuring their renewal into separate supplies is the ideal approach for network resilience. As such we need to agree a process for managing them, and they could also provide a significant amount of the potential available renewals needed to satisfy targets.

The diagrams below outline the potential extent of customer supply pipe renewal (either into the customers first stop tap or first point of entry into the buildings heating envelope (whichever is closer)), and a standard company illustration outlining common customer supply pipe arrangements (from private leakage policy).

Potential extent of customer supply pipe renewal



Common customer supply pipe arrangements



- | | | |
|---------------------------|--------------------------------|--------------------------|
| Our responsibility | Customer responsibility | Property boundary |
| Water main | Private supply pipe | Stop tap/Meter |
| Communication pipe | Shared private supply pipe | Street boundary |

The below table and the approaches it contains maximise the potential for obtaining a recognised renewal via the OFWAT determination and in meeting regulatory target. It contains some slight deviations from an already agreed/standard company approach (e.g. private leakage policy). The legal team have also been consulted in the formulation of the below table.

| Preferred Option | Approach | Agreed/ Standard Approach | Key positives | Key negatives | Additional Mitigation | Schematic |
|------------------|---|---------------------------|---|---|---|-----------|
| 1 | Customers bring out new supplies and we offer a free connection | Yes | Cust side done with no cost to DCWW | Vulnerable customers won't be able to do this Requires all customers to be aligned and do this at the same time | Customer communication / information | |
| 2 | DCWW install new supplies from main to customer first stop top | No | Easier to get customers to agree Removes joint supply Supports vulnerable customers | Cost Liability Goes against Private Leakage policy which won't lay new supplies to remove joint supply Creates a 'New Route' for the supply pipe | Training & competency requirements for installation to the customers first stop top / building heating envelope Customer communication / information | |
| 3 | DCWW renew joint supply in-situ | No | Customer agreement through DCWW doing the work Not digging a 'New Route' for supply pipe Lead removed | Does not support future network resilience while remaining on joint supply | Training & competency requirements for installation to the customers first stop top / building heating envelope Customer communication / information | |
| 4 | Renew comms only | Yes | Control of work Lead removed | May not achieve an OFWAT classed renewal | Customer communication / information | |

Key

- Customer renewed supply pipe
- DCWW renewed supply pipe
- No Lead renewal of the supply pipe
- DCWW renewed/new comms pipe
- Original route of joint supply pipe
- Water main
- Communication pipe
- Private supply pipe
- Property boundary
- Stop top/Meter
- Street boundary