



South Staffs Water



Cambridge Water

# Requesting new mains and services from South Staffs Water

## User Guide

April 2023

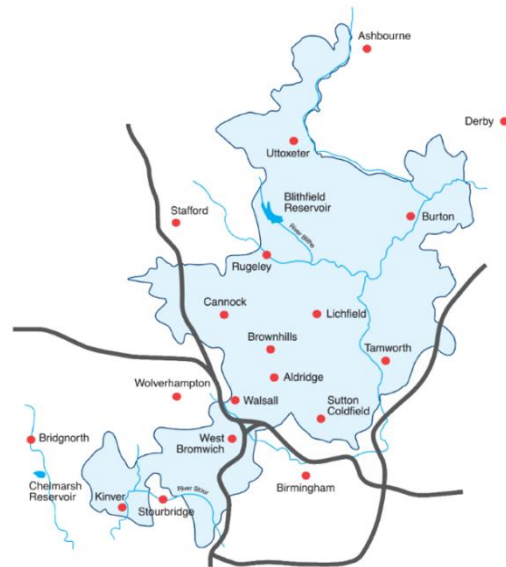
## About South Staffs and Cambridge Water

South Staffordshire Water PLC ('South Staffs Water') is part of the South Staffordshire Plc group of companies, a privately-owned integrated services group concentrating on regulated water supply and complementary specialist service businesses. We operate across two regions under a single water supply licence, providing clean water services to more than 1.7 million people and around 43,000 businesses in Staffordshire, parts of the West Midlands, and in and around Cambridge. Our South Staffs region extends from Ashbourne in the north to Halesowen in the south, and from Burton-upon-Trent in the east to Kinver in the west. Our Cambridge region stretches from Ramsey in the north to beyond Melbourn in the south, and from Gamlingay in the west to the east of Cambridge city.

Cambridge region (CWC)



South Staffs region (SSW)



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## Abbreviations

ACS Annual Contestable Summary

CWC Cambridge Water Company

PE Polyethylene

SLP(s) Self lay Provider(s)

SSW South Staffs water

WAA Water Adoption Agreement

WIRS Water Industry Registration Scheme

## 1. Who is this Guide for?

This guide is for developers who would like South Staffs (SSW) or Cambridge Water (CWC) to design and lay all the water infrastructure related to larger development sites (including on-site mains, off-site mains and services).

New mains and services which are identified as contestable works can also be installed by Self Lay Providers (SLPs). If you would prefer a SLP to progress any of the works instead of us, then please refer to the [Self Lay User Application and User Guide](https://www.cambridge-water.co.uk/developer/get-connected/self-lay) (<https://www.cambridge-water.co.uk/developer/get-connected/self-lay>).

The following document details which services are contestable or non-contestable [Annual Contestability Summary](https://www.south-staffs-water.co.uk/media/3784/sst-annual-contestability-summary.pdf), (<https://www.south-staffs-water.co.uk/media/3784/sst-annual-contestability-summary.pdf>).

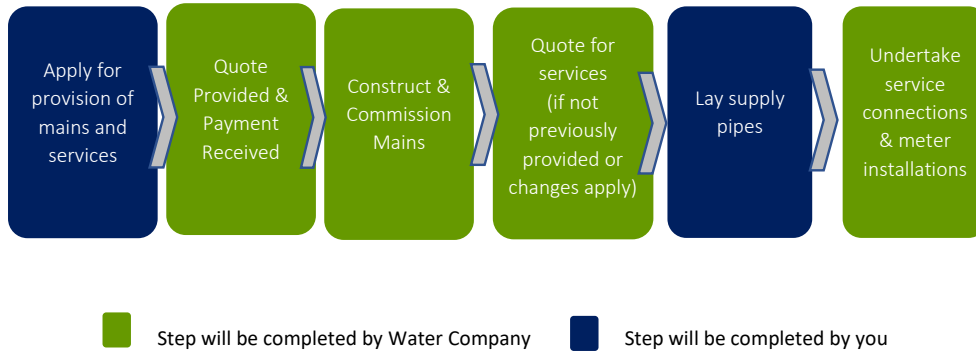
If you would like us to provide the water infrastructure to just one home or a small number of homes, then please refer to the [New Connection Application](https://www.cambridge-water.co.uk/developer/get-connected/new-connection) and Service Connections User Guide (<https://www.cambridge-water.co.uk/developer/get-connected/new-connection>).

This guide sets out the process, timescales, and useful information when we complete the design, mains laying and service connection work on larger developments.

## 2. Process for requesting new mains and services from SSW

Figure 1 shows the end-to-end process when we provide all the water infrastructure for larger developments on the developer's behalf.

Figure 1 – End to End process for the provision of new water supplies



### 2.1 Provision of Mains

■ Step will be completed by Water Company   
 ■ Step will be completed by you



<div style="background-color: darkblue; color: white; padding: 10px; border-radius: 15px; width: fit-content; margin: 0 auto;"> <p><b>Step 1</b></p> <p>Apply for Provision of mains and services (acknowledgement sent within 5 days)</p> </div>	<p>The application form for mains and services can be found on our website under New Mains Schemes:</p> <ul style="list-style-type: none"> <li>• <a href="http://www.cambridge-water.co.uk/developer/get-connected/mains-scheme">Cambridge Water (www.cambridge-water.co.uk/developer/get-connected/mains-scheme)</a></li> <li>• <a href="http://www.south-staffs-water.co.uk/developer">South Staffs Water (www.south-staffs-water.co.uk/developer)</a></li> </ul> <p>To begin the design process, you will need to pay the application fee and provide information requested. This will include:</p> <ul style="list-style-type: none"> <li>✓ A site location plan and detailed site plan</li> <li>✓ Soil Analysis report - If we do not receive this report we have to assume the worst case and hence we will request barrier pipe is laid on premises.</li> </ul> <p>Depending on the location of the works, the application should be submitted either to:</p> <ul style="list-style-type: none"> <li>• Cambridge Water - <a href="mailto:CamNetDev@south-staffs-water.co.uk">CamNetDev@south-staffs-water.co.uk</a></li> <li>• South Staffs Water – <a href="mailto:developerservices@south-staffs-water.co.uk">developerservices@south-staffs-water.co.uk</a></li> </ul>
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<p><b>Step 2</b></p> <p>Quote &amp; Design provided</p> <p>(within 28 days or 42 days if greater than 500 plots)</p>	<p>Section 3 explains the type of charges you will see in your quote.</p> <p>Once payment has been received, we will progress to Step 3.</p> <p>Following the decision to proceed with the works, it is recommended that a pre-start meeting is arranged to discuss the programme of works and required timescales for provision of the infrastructure.</p>
<p><b>Step 3</b></p> <p>Construct and Commission Mains</p> <p>(within 90 days unless agreed otherwise)</p>	<p>In line with the different phases of the development, we will construct and commission the mains infrastructure of each phase within 90 days of payment (unless agreed otherwise).</p> <p>Table 1 in Section 2.1.1 provides photographs which show how we will construct water fittings. It is important that any work you undertake on site does not affect installed water fittings so that they remain accessible.</p> <p>Following completion of this step, the mains will be ready for service connections.</p>

### 2.1.1 Installation of Water fittings

Table 1 provides photographs which show how we will construct water fittings. It is important that any work you undertake on site does not affect installed water fittings so that they remain accessible.

**Table 1 – Installation Requirements for Water Fittings**

Fitting	Photo	Requirements
Sluice Valve		<ul style="list-style-type: none"> <li>✓ One sluice valve per chamber</li> <li>✓ Base of fitting to be at depth of 750mm-900mm</li> <li>✓ Sluice valve spindle central to chamber</li> <li>✓ Ensure spindle accessible (no excess backfill)</li> <li>✓ Correct lid with 'W' marking or 'SV' marking</li> </ul>
Air Valve		<ul style="list-style-type: none"> <li>✓ One air valve per chamber</li> <li>✓ Base of fitting to be at depth of 750mm-900mm</li> <li>✓ Air valve central to chamber</li> <li>✓ Correct double lid fitted with 'water' marking</li> </ul>

Fitting	Photo	Requirements
Wash out		<ul style="list-style-type: none"> <li>✓ One washout per chamber</li> <li>✓ Base of fitting to be at depth of 750mm-900mm</li> <li>✓ Fitting central to chamber and straight within chamber enabling use of both spindle and outlet</li> <li>✓ Ensure spindle accessible (no excess backfill)</li> <li>✓ Correct lid with 'WO' marking</li> </ul>
Fire Hydrant		<ul style="list-style-type: none"> <li>✓ One fire hydrant per chamber</li> <li>✓ Base of fitting to be at depth of 750mm-900mm</li> <li>✓ Fitting central to chamber and straight within chamber enabling use of both spindle and outlet</li> <li>✓ Ensure spindle accessible (no excess backfill)</li> <li>✓ Correct lid with 'FH' marking</li> </ul>

## 2.2 Provision of Service Connections



Step will be completed by Water Company



Step will be completed by you

<p><b>Step 1</b></p> <p>Provide information on service connections required</p> <p>(acknowledgement sent within 5 days)</p>	<p>If you provided information on Service Connections in your original application and this has not changed then please proceed to Step 4.</p> <p>If you did not provide information on the number and location of service connections required OR the information has changed then you will need to send / resend this information to us.</p> <p>Depending on the location of the works, the application should be submitted either to:</p> <ul style="list-style-type: none"> <li>• Cambridge Water - <a href="mailto:CamNetDev@south-staffs-water.co.uk">CamNetDev@south-staffs-water.co.uk</a></li> <li>• South Staffs Water – <a href="mailto:developerservices@south-staffs-water.co.uk">developerservices@south-staffs-water.co.uk</a></li> </ul>
<p><b>Step 2</b></p> <p>Provide Quote</p> <p>(Within 28 days)</p>	<p>If you have provided new details or amended details for services connections (as per Step 1 above), then we will send you an additional quote for the cost of completing these (see Section 3 for quote information).</p>



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<p style="text-align: center;"><b>Step 3</b></p> <p style="text-align: center;">Make Payment (acknowledgement sent within 5 days)</p>	<p>You will only need to make a separate payment for service connections if a request for service connections was not included in your original application and you have had to complete Steps 1 and 2 above.</p>
<p style="text-align: center;"><b>Step 4</b></p> <p style="text-align: center;">Install internal plumbing and private supply pipe</p>	<p>You will need to arrange for the installation of the internal plumbing and ensure this complies with <a href="http://www.legislation.gov.uk/uksi/1999/1148/contents/made">Water Quality &amp; Water Fittings Regulations 1999</a> (<a href="http://www.legislation.gov.uk/uksi/1999/1148/contents/made">www.legislation.gov.uk/uksi/1999/1148/contents/made</a>).</p> <p>You will need to arrange for the installation of the private supply pipes and ensure:</p> <ul style="list-style-type: none"> <li>• Compliance with our <a href="http://www.cambridge-water.co.uk/media/3145/sst-design-and-construction-specification-final.pdf">Design and Construction specification</a> (<a href="http://www.cambridge-water.co.uk/media/3145/sst-design-and-construction-specification-final.pdf">www.cambridge-water.co.uk/media/3145/sst-design-and-construction-specification-final.pdf</a>)</li> <li>• Compliance with <a href="http://www.cambridge-water.co.uk/developer/get-connected/connection-requirements/">Connection Requirements Guide</a> (<a href="http://www.cambridge-water.co.uk/developer/get-connected/connection-requirements/">www.cambridge-water.co.uk/developer/get-connected/connection-requirements/</a>)</li> <li>• Design of the service connections meet the requirements set out in Section 2.2.1. Table 2 provides photographs which show examples of acceptable installations and summarises the requirements you will need to meet</li> <li>• The supply pipes are laid to the position agreed with our technician.</li> </ul>
<p style="text-align: center;"><b>Step 5</b></p> <p style="text-align: center;">Undertake compliance visits</p>	<p>We will take a risk-based approach to determine if a compliance visit is required for domestic connections. All non-domestic connections will receive a compliance visit.</p>
<p style="text-align: center;"><b>Step 6</b></p> <p style="text-align: center;">Supply all information required (3Ps) - inspection of pipework (within 5 days) - Payment - Postal Addresses</p>	<p>Before service connections are approved for completion we require the following information (3P's):</p> <ul style="list-style-type: none"> <li>✓ P1 – a passed inspection of the supply pipework. You can either ask us to carry out the inspection (notify us no less than 5 working days before connection is due) or you can arrange self-certification using a third party accredited by the Approved Contractors' Scheme.</li> </ul> <p>The <a href="http://www.watersafe.org.uk">Watersafe</a> website (<a href="http://www.watersafe.org.uk">www.watersafe.org.uk</a>) provides a free online directory for competent and qualified plumbers.</p> <p>You can request an inspection or send Certificate and photographs of the installation to:</p> <ul style="list-style-type: none"> <li>○ Cambridge <a href="mailto:CamNetDev@south-staffs-water.co.uk">CamNetDev@south-staffs-water.co.uk</a></li> <li>○ South Staffs Water - <a href="mailto:developerservices@south-staffs-water.co.uk">developerservices@south-staffs-water.co.uk</a></li> </ul> <ul style="list-style-type: none"> <li>✓ P2 – Payment of the costs associated with connections</li> </ul>

	<p>✓ P3 – Postal information for the new plots - the change from plot references to the new postal address is referred to as 'plot to postal' and needs to be council confirmed.</p>
<div style="background-color: #76923c; color: white; padding: 10px; border-radius: 10px; text-align: center;"> <p><b>Step 7</b></p> <p>Complete connections &amp; fit meter (Within 21 days)</p> </div>	<p>Following receipt of all items set out in Step 6, we aim to make the connection within 21 days. However, this may be extended due to Local Authority highway restrictions. If road closures are required, the timeframe is typically three months.</p>
<div style="background-color: #76923c; color: white; padding: 10px; border-radius: 10px; text-align: center;"> <p><b>Step 8</b></p> <p>We will create a new billing account</p> </div>	

### 2.2.1 Design of Service Pipes (Private Supply pipes and Communication pipes)

The Service Pipe consists of the private supply pipe and the communication pipe. Both of these pipes need to be appropriately designed, and responsibility for design acceptance typically rests with the party responsible for its maintenance.

Design requirements are provided in the following documents:

- Communication pipes - [Design and Construction specification \(www.cambridge-water.co.uk/media/3145/sst-design-and-construction-specification-final.pdf\)](http://www.cambridge-water.co.uk/media/3145/sst-design-and-construction-specification-final.pdf).
- Supply pipes - [Water Quality & Water Fittings Regulations 1999 \(www.legislation.gov.uk/ukxi/1999/1148/contents/made\)](http://www.legislation.gov.uk/ukxi/1999/1148/contents/made).

For ease of reference, please note the following key design parameters:

- ✓ Most communication pipes will be 25mm diameter PE (polyethylene) and will connect with the customer's supply pipe at the property boundary where a meter is typically fitted. A typical arrangement is shown in Figure 2.
- ✓ Where there is a risk that the ground is contaminated the pipework should be laid in barrier pipe instead of PE which protects the water supply.
- ✓ To protect against damage of frost, we require that the supply pipe entering the property is insulated.

- ✓ Service pipes must be laid at a depth of 750mm to 1350mm from the finished ground surface level. The typical arrangement of depths and utility separations are shown in Figure 3.
- ✓ The supply pipe should be protected (ducted) at points of entry to the building. We advise a minimum diameter of 100mm (4") duct to be installed at the point of entry which must terminate at the finished ground level within the property and sealed at both ends with the insulation throughout the duct length.
- ✓ A BS1010 (shut) stop tap and drain valve must be installed at the point of entry. Non-domestic premises also require a double check valve before the drain valve for backflow protection.

Figure 2 Layout of supply and communication pipes

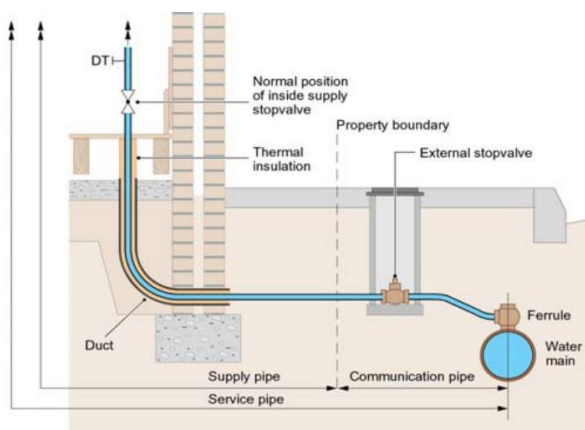
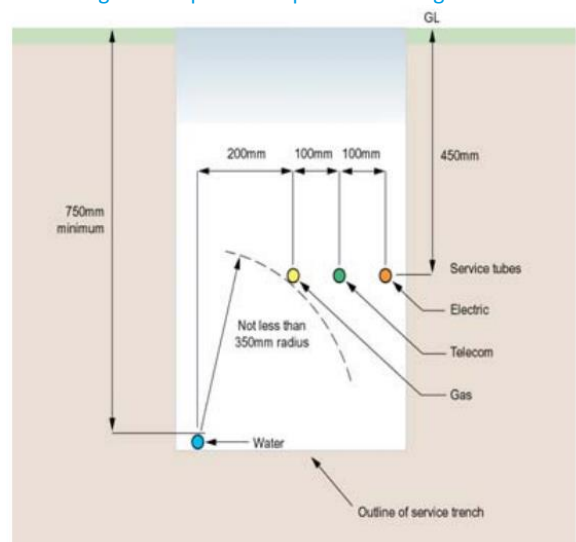






Figure 3 depth and separation arrangement



Diagrams reproduced courtesy of WRAS from the Water Regulations Guide)


Further guidance on installation of water supply pipes is available on our [Water Supply \(Fittings\) Regulations 1999 Information Guidance Sheet – 1](https://www.cambridge-water.co.uk/media/1551/dsuinfosheet1.pdf) (<https://www.cambridge-water.co.uk/media/1551/dsuinfosheet1.pdf>)

**Table 2 – Installation Requirements for Supply Pipes**

	Photo	Requirements
Depth of service pipe work		<ul style="list-style-type: none"> <li>✓ Pipe to be laid at a depth of 750mm – 1350mm below finished ground level</li> </ul>
Point of Entry to building		<ul style="list-style-type: none"> <li>✓ Point of entry to building needs to be ducted</li> </ul>
Point of Entry to building		<ul style="list-style-type: none"> <li>✓ Supply pipe inside duct must be insulated</li> </ul>
Stop Tap		<ul style="list-style-type: none"> <li>✓ Internal stop tap fitted inside property</li> </ul>

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	Photo	Requirements
Supply pipe prior to service connection		✓ Supply pipe to be capped prior to connection to service pipe (to maintain cleanliness)

## 3. What charges will be applicable to application?

You will need to pay costs associated with:

- ✓ Initial application fee
- ✓ New Mains – installation and connection onto the existing main (in line with New Mains Summary Quote)
- ✓ Service Connection Charges (in line with Schedule of Connection Charges quote)

Each of these costs are explained in the sections below. These costs exclude VAT.

All fees and some worked examples are included in our [Charging Arrangement document \(https://www.cambridge-water.co.uk/media/1551/dsuinfosheet1.pdf\)](https://www.cambridge-water.co.uk/media/1551/dsuinfosheet1.pdf).

### 3.1 Initial Application Fees

Type of Application	What is the charge for?	Cost (£)
Water Company Lay Application	<ul style="list-style-type: none"> <li>✓ Review of application</li> <li>✓ Provision of mains design (on-site and off-site mains)</li> <li>✓ Provision of New Mains summary quote (including connection costs to existing network)</li> <li>✓ Provision of Schedule of Connection Charges Quote</li> </ul>	£480.38

### 3.2 New Mains Summary Quote

Cost on Quote	What is the charge for?	Payable
<b>1. South Staffs Lay Option</b>	<p><b>Total Cost</b> This is the cost for providing the on-site mains, any off-site mains and the final connection to the existing network.</p>	In advance of works
<b>2. Self Lay Option – Non Contestable Costs</b>	<p>These costs are provided for comparison only and demonstrate what would need to be paid if a SLP completed all contestable works and SSW/CWC only completed the non-contestable works. All of these costs are included in 1 – South Staffs Lay Option.</p> <p><b>(B) Connection to Existing Mains (source of water)</b> This is the cost for installing a connection onto the existing network for the source of water (used for commissioning) and may include some off- site mains laying.</p> <p>It is noted that the installation off-site mains is contestable work and could be completed by a SLP. If a SLP advises they want to complete this work the quote would be amended accordingly.</p>	<p>N/A</p> <p>(costs already included in 1. South Staffs Lay Option)</p>

Cost on Quote	What is the charge for?	Payable
	<p><b>(C) Subsequent piece through connections</b> This cost is site specific for works to connect the source of water (used for commissioning) to the new development mains. This work is contestable and can be completed by an SLP. If a SLP advises they want to complete this work the quote would be amended accordingly.</p> <p><b>Other</b> Where complex off site mains work is involved (e.g. ditch crossing or road crossing) we will provide these costs separately to the connection cost.</p>	
<b>Infrastructure Charge Summary</b>	<p><b>Water and Sewerage Infrastructure Charges and Offset Rebates</b> These costs and rebates are not payable upfront and are provided for information only. The costs are included in the Schedule of Connection Charges Quote and discussed in Section 3.3.</p>	After connection

### 3.3 Schedule of Connection Charges Quote

Charge on Quote	What is the charge for?	When is this payable?									
<b>Pre-Connection Settlement</b>	<p><b>Connection charge</b> - This cost includes:</p> <ul style="list-style-type: none"> <li>✓ Installation of the communication pipe</li> <li>✓ Supply and installation of the meter</li> <li>✓ Any required traffic management to complete the work.</li> </ul>	Prior to connection taking place									
<b>Post Connection Settlement</b>	<p><b>Water and Sewerage Infrastructure charges</b> A water and sewerage cost for each new property connected is charged which provides investment to allow us to accommodate additional demand on the network (the sewerage infrastructure charge is recovered on behalf of the sewerage companies in our regions). If you are converting an existing connection into a new connection the infrastructure charges will not be applied.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>SSW (£)</th> <th>CWC (£)</th> </tr> </thead> <tbody> <tr> <td>Water</td> <td>£305</td> <td>£305</td> </tr> <tr> <td>Sewerage</td> <td>Refer to Severn Trent Water charges</td> <td>Refer to Anglian Water charges</td> </tr> </tbody> </table>		SSW (£)	CWC (£)	Water	£305	£305	Sewerage	Refer to Severn Trent Water charges	Refer to Anglian Water charges	Payment made following connection
	SSW (£)	CWC (£)									
Water	£305	£305									
Sewerage	Refer to Severn Trent Water charges	Refer to Anglian Water charges									

Charge on Quote	What is the charge for?	When is this payable?						
	<p><b>Water and Sewerage Income Offset Rebates</b> We provide a rebate back to developer customers to take account of future revenue that we will receive from newly connected properties. If you are converting an existing connection into a new connection the income offset will not be applied.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="text-align: center;">SSW (£)</th> <th style="text-align: center;">CWC (£)</th> </tr> </thead> <tbody> <tr> <td>Water</td> <td style="text-align: center;">£940.29</td> <td style="text-align: center;">£940.29</td> </tr> </tbody> </table> <p><b>Environmental Incentive (Water Efficiency Discount)</b> If at the application stage you have submitted evidence to demonstrate that properties achieve 100 litres per person per day, a 40% rebate will be applied to water infrastructure costs.</p>		SSW (£)	CWC (£)	Water	£940.29	£940.29	
	SSW (£)	CWC (£)						
Water	£940.29	£940.29						

### 3.4 How do I pay?

We ask developers to quote a reference number when making payments. This should be an application number, job number or scheme number. Applications may be delayed if developers do not provide this information.

Our preferred payment method is bank transfer (BACS or CHAPS). BACS payments can be made into our account using the details below.

Bank:	HSBC
Sort code:	40-11-18
Account number:	63987183
UTR number:	6751065210
Company registration number:	2662742

We also accept all major debit and credit cards. Payment by card can be made by phoning 0845 456 1030.

In addition, we accept cheques. These should be made payable to 'South Staffs Water' and sent to us at the following addresses.

Cambridge Water  
90 Fulbourn Road  
Cambridge  
CB1 9JN

South Staffs Water  
Green Lane  
Walsall  
WS2 7PD

All charges are subject to the addition of VAT where this is payable under the relevant legislation.



## 4. Contact Details and Opening Times

Our dedicated Developer Services teams can be contacted about any queries relating to current and future water requirements for new developments.

### Cambridge region - Water

Service connections	Developer Services Cambridge Water 90 Fulbourn Road Cambridge CB1 9JN  Phone: 01223 403115  Opening times: 09:00 – 17:00  Email: <a href="mailto:CamNetDev@south-staffs-water.co.uk">CamNetDev@south-staffs-water.co.uk</a>  Website: <a href="http://www.cambridge-water.co.uk/developers">www.cambridge-water.co.uk/developers</a>
Asset map requests	Email: <a href="mailto:mapenquiries@south-staffs-water.co.uk">mapenquiries@south-staffs-water.co.uk</a>

### Cambridge region - Sewerage

Sewerage	Anglian Water Lancaster House Lancaster Way Ermine Business Park Huntingdon PE29 6YJ  Phone: 0345 60 66 087  Website: <a href="http://www.anglianwater.co.uk/developers/">www.anglianwater.co.uk/developers/</a>
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## South Staffs region - Water

Service connections	Developer Services South Staffs Water Green Lane Walsall WS2 7PD  Phone: 0345 345 1399  Opening times: 08:30 - 16:30  Email: <a href="mailto:Servicerequests@south-staffs-water.co.uk">Servicerequests@south-staffs-water.co.uk</a>  Website: <a href="http://www.south-staffs-water.co.uk/developer">www.south-staffs-water.co.uk/developer</a>
Asset map requests	Email: <a href="mailto:recordsenquiries@south-staffs-water.co.uk">recordsenquiries@south-staffs-water.co.uk</a>

## South Staffs region - Sewerage

Sewerage	Severn Trent Water Severn Trent Centre 2 St Johns Street Coventry CV1 2LZ  Phone: 0800 707 6600  Website: <a href="https://www.stwater.co.uk/building-and-developing/overview/">https://www.stwater.co.uk/building-and-developing/overview/</a>
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