



To help create a world where essential services and infrastructure deliver for customers, clients and our planet

Requesting new mains and services User guide

April 2026

South Staffordshire Water PLC

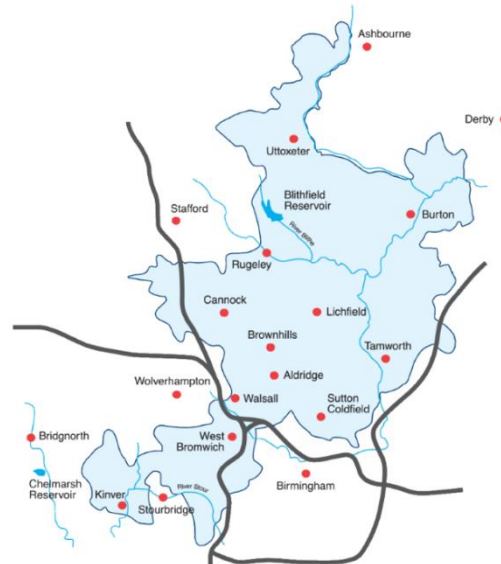
About South Staffs and Cambridge Water

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

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 or Cambridge Water 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, as detailed in our [Annual Contestability Summary](https://www.south-staffs-water.co.uk/media/4510/sst-annual-contestability-summary.pdf), (<https://www.south-staffs-water.co.uk/media/4510/sst-annual-contestability-summary.pdf>) can also be installed by Self Lay Providers (SLPs). If you would prefer a SLP to progress the works instead of us, then please refer to the Self Lay User Guide.

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 Service Connection user guide.

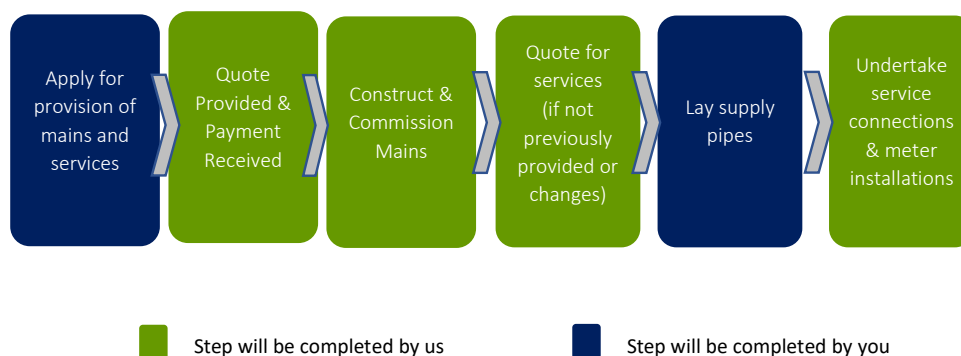
This guide sets out the process, timescales, and useful information for when we complete design, mains laying and service connection work on bigger developments.

When viewed online, documents referenced in this guide can be followed using the links provided.

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 developers behalf.

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



2.1 Provision of Mains

Step 1 Apply for Provision of mains and services (acknowledgement sent within 5 days)	The application form for mains and services can be found on our website (https://www.south-staffs-water.co.uk/developer/get-connected/mains-scheme/) To begin the design process, you will need to pay the application fee and provide information requested. This will include: ✓ A site location plan and detailed site plan ✓ Soil Analysis report - Where we do not receive this report we have to assume the worst case and hence we will request barrier pipe is laid on premises. Depending on the location of the works, the application should be submitted either to: • Cambridge Water - CamNetDev@south-staffs-water.co.uk • South Staffs Water – developerservices@south-staffs-water.co.uk
Step 2 Quote & Design provided (within 28 days or 42 days if greater than 500 plots)	Section 3 explains the type of charges you will see in your quote. Once payment has been received, we will progress to Step 3. 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.
Step 3 Construct and Commission Mains (within 90 days unless agreed otherwise)	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. Table 1 in Section 2.1.2 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. Following completion of this step, the mains will be ready for service connections.

2.1.1 Installation of Water fittings

Table 1 – Installation Requirements for Water Fittings

Fitting	Photo	Requirements
Sluice Valve		✓ One sluice valve per chamber ✓ Base of fitting to be at depth of 750mm-900mm ✓ Sluice valve spindle central to chamber ✓ Ensure spindle accessible (no excess backfill) ✓ Correct lid with 'W' marking or 'SV' marking
Air Valve		✓ One air valve per chamber ✓ Base of fitting to be at depth of 750mm-900mm ✓ Air valve central to chamber ✓ Correct double lid fitted with 'water' marking
Wash out		✓ One washout per chamber ✓ Base of fitting to be at depth of 750mm-900mm ✓ Fitting central to chamber and straight within chamber enabling use of both spindle and outlet ✓ Ensure spindle accessible (no excess backfill) ✓ Correct lid with 'WO' marking
Fire Hydrant		✓ One fire hydrant per chamber ✓ Base of fitting to be at depth of 750mm-900mm ✓ Fitting central to chamber and straight within chamber enabling use of both spindle and outlet ✓ Ensure spindle accessible (no excess backfill) ✓ Correct lid with 'FH' marking

2.2 Provision of Service Connections

Step 1 Provide information on service connections required (acknowledgement sent within 5 days)	If you provided information on Service Connections in your original application and this has not changed then please proceed to Step 4. 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. Depending on the location of the works, the application should be submitted either to: - Cambridge Water - CamNetDev@south-staffs-water.co.uk - South Staffs Water – developerservices@south-staffs-water.co.uk
Step 2 Provide Quote (Within 28 days)	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).
Step 3 Make Payment (acknowledgement sent within 5 days)	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.
Step 4 Install internal plumbing and private supply pipe	You will need to arrange for the internal plumbing and private supply pipes to be constructed. - All internal plumbing must comply with Water Quality & Water Fittings Regulations 1999 (https://www.legislation.gov.uk/uksi/1999/1148/contents/made). - Supply Pipes need to be laid in accordance with our Design and Construction specification (https://www.south-staffs-water.co.uk/media/b02g3ba4/sst-design-and-construction-specification-draft-for-202425.pdf) and Connection Requirements Guide (https://www.cambridge-water.co.uk/developer/get-connected/connection-requirements/) - You lay the supply pipes to the position agreed with our technician.
Step 5 Undertake compliance visits	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. You will need to ensure the design of the service connections meet the requirements set out in Section 2.2.1. Table 2 provides photographs showing

Requesting new mains and services from South Staffs Water - user guide

	acceptable installed supply pipes and summarises the requirements you will need to meet for supply pipes to be accepted.
Step 6 Ensure all information supplied (3Ps) - inspection of pipework (within 5 days) - Payment - Postal Addresses	Before service connections are approved for completion we require the following information (3P's): ✓ 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 undertake self-certification using a third party accredited by the Approved Contractors' Scheme. The Watersafe website (www.watersafe.org.uk) provides a free online directory for competent and qualified plumbers. Please send Certificate and photographs of the installation to CamNetDev@south-staffs-water.co.uk developerservices@south-staffs-water.co.uk ✓ P2 – Payment of the costs associated with connections ✓ 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.
Step 7 Complete connections & fit meter (Within 21 days)	Following receipt of all items set out in Step 5, we aim to make the connection within 21 days. However, this may be extended due to Local Authority highway opening restrictions. If road closures are required, the timeframe is typically three months.
Step 8 We will create a new billing account	

2.2.1 Design of Supply Pipes

As set out in our Design and Construction specification, both parts of the Service Pipe (supply pipe and communication pipe) shall be appropriately designed, and responsibility for design acceptance typically rests with the party responsible for its maintenance.

The required design of the communication pipe is provided in our Design and Construction Specification and the required design of the supply pipe shall conform to the Water Supply (Water Fittings) Regulations 1999. However, 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 3.
- ✓ 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 4
- ✓ 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 3 Layout of supply and communication pipes

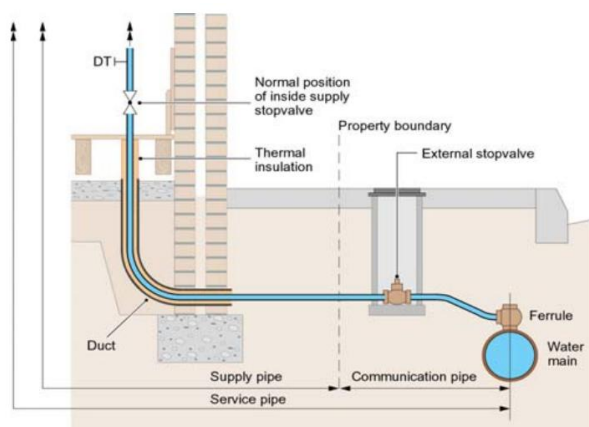
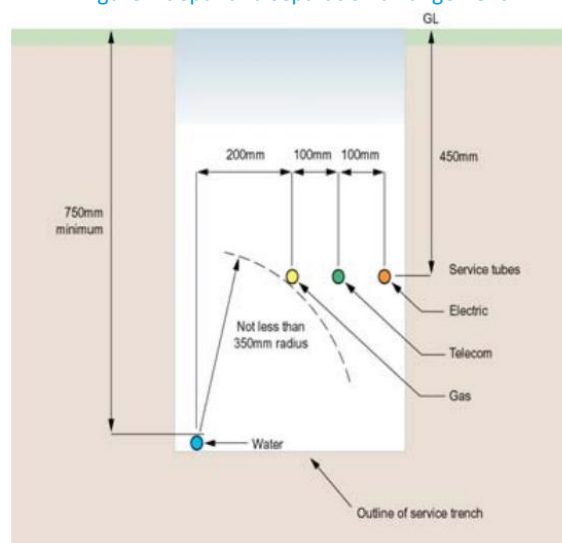


Figure 4 depth and separation arrangement



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		✓ Pipe to be laid at a depth of 750mm – 1350mm below finished ground level
Point of Entry to building		✓ Point of entry to building needs to be ducted

	Photo	Requirements
Point of Entry to building		✓ Supply pipe inside duct must be insulated
Stop Tap		✓ Internal stop tap fitted inside property
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?

All fees are included in our annual [Charging Arrangement document \(https://www.south-staffs-water.co.uk/media/ucophlhp/developer-services-charging-arrangements-2026-27.pdf\)](https://www.south-staffs-water.co.uk/media/ucophlhp/developer-services-charging-arrangements-2026-27.pdf).

You will need to pay costs associated with:

- ✓ Initial application fees
- ✓ New Mains including connection onto the existing main (New Mains Summary Quote)
- ✓ Service Connection Charges (Schedule of Connection Charges quote)

Each of these costs are explained in the sections below. Please refer to our Annual Charging document for worked examples.

3.1 Initial Application Fees

Type of Application	What is the charge for?	Cost (£)
Water Company Lay Application	✓ Review of application ✓ Provision of mains design (on-site and off-site mains) ✓ Provision of New Mains summary quote (including connection costs to existing network) ✓ Provision of Schedule of Connection Charges Quote	£532.00 (exc. VAT)

3.2 New Mains Summary Quote

Cost on Quote	What is the charge for?	Payable
1, South Staffs Lay Option	Total Cost This is the cost for providing the on-site mains, any off-site mains and the final connection to the existing network.	In advance of works
2, Self Lay Option – Non Contestable Costs	These costs are provided for information only and demonstrate what a SLP would pay if they were to install the on-site mains. All of these costs are included in 1 – South Staffs Lay Option. (B) Connection to Existing Mains (source of water) 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. (C) Subsequent piece through connections This cost is site specific for works to connect the source of water (used for commissioning) to the new development mains. Other 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.	N/A (costs already included in 1. South Staffs Lay Option)
Infrastructure Charge Summary	Water and Sewerage Infrastructure Charges and Offset Rebates 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.	After connection

3.3 Schedule of Connection Charges Quote

Charge on Quote	What is the charge for?	When is this payable?
Pre-Connection Settlement	Connection charge This costs includes the installation of the communication pipe; supply and installation of the meter; and any required traffic management to complete the work.	Prior to connection taking place
Post Connection Settlement	Water and Sewerage Infrastructure charges 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	Payment made following connection

	regions). If you are converting an existing connection into a new connection the infrastructure charges will not be applied. <table border="1"> <thead> <tr> <th></th><th>SSW (£)</th><th>CWC (£)</th></tr> </thead> <tbody> <tr> <td>Water</td><td>£487.00</td><td>£487.00</td></tr> <tr> <td>Sewerage</td><td>£499.62 (on behalf of Severn Trent Water)</td><td>£600.00 (on behalf of Anglian Water)</td></tr> </tbody> </table> Environmental Incentive (Water Efficiency Discount) Please see section 4. Water and Sewerage Environmental component A water and sewerage cost for each new property connected is charged which provides revenue used to fund the environmental incentives explained within section 4. <table border="1"> <thead> <tr> <th></th><th>SSW (£)</th><th>CWC (£)</th></tr> </thead> <tbody> <tr> <td>Water</td><td>£21.00</td><td>£21.00</td></tr> <tr> <td>Sewerage</td><td>£43.11 (on behalf of Severn Trent Water)</td><td>£0.00 (on behalf of Anglian Water)</td></tr> </tbody> </table>		SSW (£)	CWC (£)	Water	£487.00	£487.00	Sewerage	£499.62 (on behalf of Severn Trent Water)	£600.00 (on behalf of Anglian Water)		SSW (£)	CWC (£)	Water	£21.00	£21.00	Sewerage	£43.11 (on behalf of Severn Trent Water)	£0.00 (on behalf of Anglian Water)	
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4. Water efficiency discounts

There are lots of good reasons why we should increase the water efficiency of our new developments, we have centred on two of these reasons below.

Lowering water consumption

Both our South Staffs and our Cambridge regions are classed as areas of serious water stress. One of the key elements of our water resources strategy is reducing the usage from household customers by 30 litres per person per day by 2050.

There are a number of ways to reduce the amount of water that our customers use (alongside reducing the amount of water that we require across our network more broadly through reduced leakage for example) and one of the ways is through the water usage from newly built properties.

Reducing the overall development bill

We have an incentive scheme which is designed to promote water efficient home building by providing discounts/rebates against the infrastructure charge when developers employ one of the following options to reduce consumption in newly connected properties.

The set of options that we can attract a discount are shown in table 3.

Table 3 – Water efficiency options

Option	Description
Internal fittings	Internal fittings (such as washing machines or showers) designed to limit usage.
Reducers	A device that sits in the service connection/meter arrangement and reduces the flow of water that passes to the property from the water main (our network).
Rainwater/greywater harvesting system	A system which is integrated into a new property to capture and use rainwater or greywater for non-potable purposes to reduce the overall usage from your supply into our network.

Option	Description
Water neutrality	A development phase where the water demand is cancelled out by implementing water saving techniques on both the latest phase and retrofitting on previous phases. Example: retrospective fitting of water saving devices to previous phases of a development to cancel out the usage from plots in the latest phase.

Discount level

The discount provided for any option will be based on the reduction in consumption demonstrated within the design information put forward with each application.

A sliding scale will be used as shown below whereby the discount will reflect 100% of the infrastructure charge when properties are designed to meet 80lpd however greater and lesser discounts can be achieved by scaling up or down the consumption reduction.

Table 4 – Discount sliding scale example

Consumption	60lpd	80lpd	100lpd	No efficiency options included in design
Discount	£649.33/plot	£487/plot	£324.67/plot	£0/plot

What do you need to do upfront?

We need to know that you intend to build water efficient homes at the application stage. When you submit your application there will be an option to select which notifies us that you are planning to build water efficient homes which qualify for a discount/rebate. We also need to receive evidence from you which demonstrates the reduced consumption, we will then cater for this discount/rebate within the quote we provide to you.

The evidence can be in the form of:

- Home Quality Mark (HQM) / BREEAM certification,
- outputs from the water calculator,

- another appropriate accreditation,
- product specification information alongside evidence of real world use/savings.

We will then carry out a check of the evidence to verify the information before providing the discount/rebate approval in principle (a site-based audit will be completed later on as described later in this section).

Reviewing on a case-by-case basis

We recognise that each option is better suited to some scenarios and less suited to others, for example reducers might not be suitable in areas of our network with lower pressure. We will therefore review each application on a case-by-case basis. Equally, we need to ensure that where options are implemented the necessary controls are in place, such as non-return valves on harvesting systems and again this will be done on a case-by-case basis at the design stage.

Applying the discounts/rebates, auditing and penalty measures

Water efficiency discounts/rebates will be applied to infrastructure charges which are paid once connections have been completed. We will agree to the discounts/rebates in advance of the connection stage (provided qualifying criteria have been met) however we will then need to carry out a site-based audit before the discounts/rebates are provided.

Discounts relating to fittings

Water efficiency audits need to be requested before properties are occupied and we ask that two weeks' notice is provided to us to arrange these.

Where audits show that fittings installed within a building do not align to those proposed within the upfront calculations/design we can:

- amend the level of discount to suit the installed fittings or
- book a follow on audit however please be aware that every audit will incur audit fees which can be seen later in this section or
- remove the discount from a given scheme.

Where we are asked to carry out a follow-up audit we will only carry out one further audit per property before discounts are removed.

We will audit:

- 10% of each property type
- If there are inconsistencies with the installed fittings and the designed fittings we will need to audit all properties within a phase.

Discounts relating to reducers

If service connections and/or meter fitting is completed by self lay providers we will need to attend site to carry out audits and again ask that two weeks' notice is provided to us to arrange these or evidence can be provided in line with our self certification process¹

Discounts relating to harvesting

We will need to carry out water regulations audits for harvesting systems and we will use these existing audits to provide the evidence to apply the water efficiency discounts.

Discounts relating to water neutrality

Water neutrality schemes can take many forms and therefore the auditing approach will be agreed on a case-by-case basis.

Audit charges

We will charge audit fees per hour based on the expected number of hours to complete audits on the number of properties that require auditing on a given visit.

Charge	Per hour
Audit charge	£23.07

¹ <https://www.south-staffs-water.co.uk/developer/get-connected/self-lay/self-certification-of-services-and-meter-fitting/>

5. How do I pay?

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.

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.

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.

6. 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: CamNetDev@south-staffs-water.co.uk Website: www.cambridge-water.co.uk/developers
Asset map requests	Email: mapenquiries@south-staffs-water.co.uk

Cambridge region - Sewerage

Sewerage	Anglian Water Lancaster House Lancaster Way Ermine Business Park Huntingdon PE29 6YJ Phone: 0345 60 66 087 Website: www.anglianwater.co.uk/developers/
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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: developerservices@south-staffs-water.co.uk Website: www.south-staffs-water.co.uk/developer
Asset map requests	Email: recordsenquiries@south-staffs-water.co.uk

South Staffs region - Sewerage

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