



South Staffs Water



Cambridge Water

New Appointments and Variations (NAV) Connections User Guide

April 2025

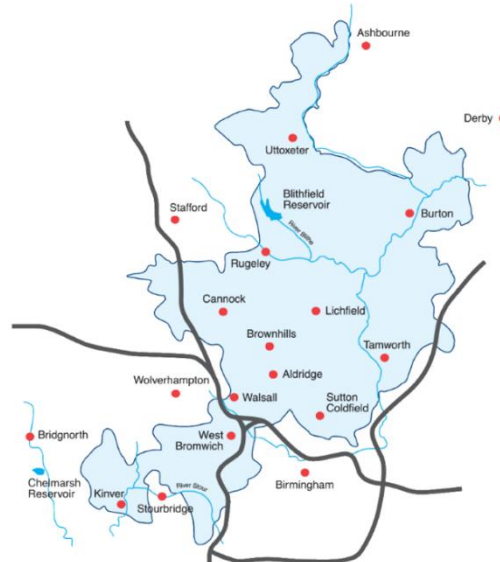
About South Staffs and Cambridge Water

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
NAV	New Appointments and Variations
SLP(s)	Self lay Provider(s)
SSW	South Staffs water

1. Who is this Guide for?

This guide is for NAVs (New Appointment and Variations) who wish to provide water and/or sewerage services to customers in either the South Staffs Water (SSW) or Cambridge Water (CWC) region.

NAVs are limited companies that have been appointed by Ofwat to provide water/sewerage services to a specific geographical area or are an existing appointed company whose appointment has been varied to extend the area it provides services to.

This guide sets out the process, timescales, and useful information for progressing a NAV application. Although the NAV will use a self lay provider (SLP) to lay the infrastructure, there is no need to refer to our Self Lay Provider User Guide as we will not be adopting the assets and any requirements we have in relation to commissioning the infrastructure prior to connection are set out in this document. The infrastructure within the NAV site remains the responsibility of the NAV.

2. Responsibilities of the NAV and Water Company

Typically, NAV applications relate to new housing developments where the NAV instead of the incumbent, constructs, operates and maintains the local 'on-site' infrastructure and supplies water to the customers in our regions.

In order to supply water to customers, the NAV may require a bulk supply of water from South Staffs Water (for either the South Staffs or Cambridge region).

2.1 Work Completed by Others and Approved Codes of Practice

When a NAV or their SLP lays the infrastructure, all activities apart from the final point of connection to our network, can be completed by the NAV (as we will not be adopting the infrastructure assets). However, we will request evidence that commissioning of the NAVs infrastructure meets certain standards prior to connection to our network.

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>) sets out work activities on our infrastructure, for example construction of off-site mains, that can be completed by SLPs.

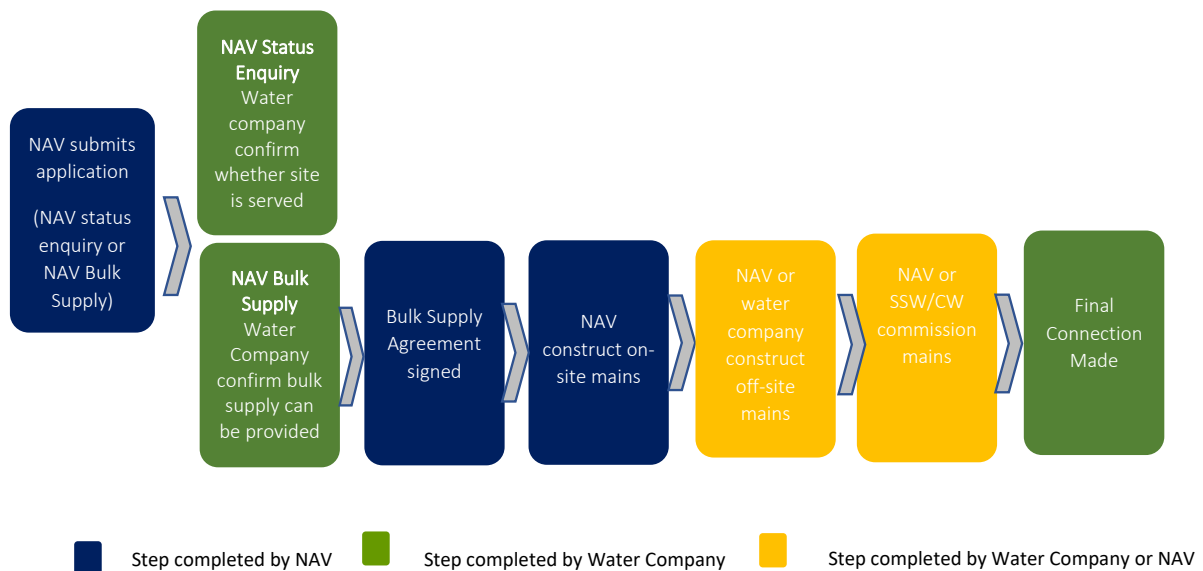
3. The NAV Process

The NAV application form covers applications for two different types of enquires:

- a) an initial enquiry about whether the site is already served or is unserved
- b) the request for a bulk supply of water to the NAV site

Figure 1 shows the end-to-end NAV application process which has been colour coded to indicate which work can be undertaken by the Water Company and/or the NAV. Each step of the process is described in the following sections of this guidance document.

Figure 1 – End to End process for NAV application



3.1 How do I complete the NAV Application Form?

The NAV application form can be found on our website

South Staffs Region <https://www.south-staffs-water.co.uk/media/qaipqgxz/nav-form.pdf>

Cambridge Region <https://www.cambridge-water.co.uk/media/0ogja0mp/nav-form.pdf>

As shown in Figure 2, you will need to indicate the Type of Application you are applying for.

Figure 2 – extract from NAV Application Form

NAV Application




Type of application (please tick):

NAV site status enquiry ☐ NAV bulk supply ☐

- **NAV site status enquiry** – tick this box if you want to determine whether or not the site you wish to service is already serviced by us or is unserved.
- **NAV bulk supply** – tick this box if you want to apply for a bulk supply from us to serve water to a site (this could be a new housing development or existing site)

3.2 NAV Site Status Enquiry


Refer to this section if you want to determine whether or not an existing site is served by us or is unserved.

 Step completed by NAV  Step completed by Water Company  Step completed by Water Company or NAV

<p>Step 1</p> <p>Submit NAV Form with supporting information and application fee</p> <p>(Acknowledgement sent within 5 days)</p>	<p>On the application form indicate that the type of application is 'NAV site status enquiry'.</p> <p>Provide details requested in Sections A and B and send in the requested application fee.</p> <p>As you are enquiring about an existing served site there is no requirement to complete Sections C, D and E.</p>
<p>Step 2</p> <p>SSW / CW will confirm if area is currently supplied by us</p> <p>(within 21 days)</p>	<p>We will write to you and confirm whether or not the site you have enquired about is served by us.</p> <p>If a location plan / drawing is available, we will include this in the correspondence.</p>

3.3 NAV Bulk Supply

Refer to this section if you want to apply for a bulk supply from us to serve a site (this could be a new housing development or an existing site).

 Step completed by NAV
  Step completed by Water Company
  Step completed by Water Company or NAV

<p>Step 1</p> <p>Submit Self Lay Application Form with supporting information and application fee</p> <p>(Acknowledgement sent within 5 days)</p>	<p>On the application form indicate that the type of application is 'NAV Bulk Supply'.</p> <p>Provide details requested in all Sections of the application form and the requested application fee.</p>
<p>Step 2</p> <p>SSW / CW will issue a bulk supply letter offer</p> <p>(Offer will be sent within 28 days)</p>	<p>We will issue a bulk supply offer letter which will confirm the final point(s) of connection and the cost for the connection.</p> <p>The quote will include any off-site contestable and non-contestable costs to the point of connection. The quote will also include information on any other charges or rebates.</p> <p>Please note that the quote provided is valid for 12 months.</p>
<p>Step 3</p> <p>NAV confirms they want to proceed with bulk supply and pays quoted costs</p>	<p>You will need to let us know if you would like to proceed with the bulk supply, confirm if you would like us to complete any quoted contestable work (off site mains laying) and pay the relevant quoted costs.</p> <p>Prior to supplying water to customers, you will need to obtain a license from Ofwat. By asking us to proceed with the bulk supply we will assume that you already have a license from Ofwat or have agreed with Ofwat that a license will be granted.</p>
<p>Step 4</p> <p>SSW / CW will issue a Bulk Supply Agreement</p> <p>(within 28 days)</p>	<p>We will issue a signed Bulk Supply Agreement which will include:</p> <ul style="list-style-type: none"> - Summary of costs and charges - Number of properties to be served - Requirements of supply - Design drawing of the final connection point(s)

<p>Step 5</p> <p>NAV returns signed Bulk Supply Agreement</p> <p>(we will confirm receipt of agreement within 5 days)</p>	<p>You will need to sign and return the Bulk Supply Agreement to us at one of the following email addresses:</p> <ul style="list-style-type: none">• Cambridge Water - camnetdev@south-staffs-water.co.uk• South staffs Water - developerservices@south-staffs-water.co.uk
<p>Step 6</p> <p>NAV Or SSW/CWC construct infrastructure</p>	<p>We will complete the non-contestable activity as a minimum. Either ourselves or an accredited party can then construct the contestable activity.</p>

3.3.1 Commissioning of Mains

We will not allow connection of a self-laid main onto our network until it is demonstrated that the infrastructure is fit for purpose.




Our commissioning process detailed below ensures the new pipework is fit-for-purpose in advance of being connected onto our live network. Commissioning involves pressure testing, chlorinating (disinfecting) and water quality sampling. Details of commissioning requirements can be found in our [Design and Construction Specification](https://www.south-staffs-water.co.uk/media/yfihahgi/sst-design-and-construction-specification-202425.pdf) (<https://www.south-staffs-water.co.uk/media/yfihahgi/sst-design-and-construction-specification-202425.pdf>).

Usually, the NAV or SLP will complete the commissioning of the (bulk supply) pipework and then we will connect the new mains to the Final Point of Connection. However, if requested we can complete both the commissioning and the connection to the final point of connection.

We will provide a source of water (non-contestable connection into our live network) which will then be used to complete the commissioning steps.

Refer to Section 3.3.1.1 if you would like us to commission the network or Section 3.3.1.2 if you plan to commission the network.

3.3.1.1 South Staffs Water Commissions Mains (in South Staffs or Cambridge region)

 Step completed by NAV
  Step completed by Water Company
  Step completed by Water Company or NAV

<p>Step 1</p> <p>You need to inform us that you are ready for the mains to be commissioned and for the final connection to be completed</p>	
<p>Step 2</p> <p>We will undertake pressure testing, sampling and chlorination</p> <p>(within 28 days)</p>	
<p>Step 3</p> <p>The NAV will need to rectify any outstanding defects identified</p>	
<p>Step 4</p> <p>Once all testing has passed (Step 2 and 3) we will advise you of the date we will complete the final connection</p> <p>(within 14 days)</p>	

3.3.1.2 NAV Commissions Infrastructure

The following commissioning process relates to any infrastructure you lay prior to connecting to our mains. Commissioning of subsequent lengths of main laid by the NAV or SLP are solely the responsibility of the NAV or SLP and do not require notification to us.

■ Step completed by NAV ■ Step completed by Water Company ■ Step completed by Water Company or NAV

Step 1 NAV inform us that the main is ready to be commissioned.	It is important that you let us know you are ready to commission your mains, as this ensures your work does not conflict with any work we may be doing in the area and also enables us to monitor/record water use. Please give us as much notice as you can to ensure we can meet your programme for providing the source of water.
Step 2 We will confirm the source of water is available for commissioning (date as agreed or within 28 days)	
Step 3 NAV to carry out pressure tests on the mains laid and provide certificate and raw results to us for review	NAV to ensure all aspects of commissioning are in accordance with our Design and Construction specification (https://www.south-staffs-water.co.uk/media/yfiahagi/sst-design-and-construction-specification-202425.pdf), and in particular complies with the pressure rating that each type of pipework needs to be able to withstand.
Step 4 We will audit the pressure test results and confirm if the new mains have met the pressure requirements	If defects are identified, the NAV will need to remedy any identified defects and repeat Step 3.

<p>Step 5</p> <p>NAV to flush and disinfect (chlorinate) mains and take water quality samples</p>	<p>Water quality sampling should be in line with our Design and Construction specification (https://www.south-staffs-water.co.uk/media/yfihahgi/sst-design-and-construction-specification-202425.pdf) and test for the following: residual chlorine, qualitative odour, coliform bacteria, E. Coli, turbidity, iron, conductivity, pH and appearance (particulates & clarity).</p> <p>Samples can either be brought to our laboratories at the addresses shown below this flow chart or taken to an approved UKAS accredited analytical laboratory. If the results are brought to our laboratories we will share the outputs of the results when they are available. If taken to an independent laboratory we will need to see evidence of the results.</p>
<p>Step 6</p> <p>We will review the sample results and confirm if the new mains have met the sample requirements</p>	<p>If defects are identified, the NAV will need to remedy any identified defects and repeat Step 5.</p> <p>In accordance with Principles of Water Supply Hygiene TGN2 (https://www.water.org.uk/guidance/principles-of-water-supply-hygiene/), if the self-laid main is not brought into service within 14 calendar days of a satisfactory sample having been taken, the main should be flushed with mains water and re-sampled.</p> <p>Any outstanding defects should be resolved prior to Final Connection.</p>
<p>Step 7</p> <p>We will approve and confirm the date of the final connection to the Source of Water (Final Connection Point)</p> <p>(within 14 days)</p>	<p>We will endeavour to complete the final connection within 14 days of completion of commissioning. However, please ensure all commissioning paperwork requested is sent 5 days prior to the required connection date.</p>

3.3.1.3 South Staffs and Cambridge Water Laboratory Details

If you would like to use our laboratories for sampling then please let us know. We will provide sample bottles for you to collect from one of our offices below. The sample bottles will then need to be returned to us so we can send them off for analysis.

Cambridge Water
90 Fulbourn Road
Cambridge
CB1 9JN

Bottles to be returned
Monday – Thursday before 13:30.

South Staffs Water
Green Lane
Walsall
WS2 7PD

Bottles to be returned
Monday – Thursday before 14:30
(please contact the team in advance if you wish to drop samples off on a Friday).

4. What charges will be applicable to my NAV application?

For a NAV status enquiry you will only pay an application fee. However, for a bulk supply application, you will pay costs associated with:

- ✓ Initial application fees
- ✓ Connection Charges (in line with Bulk Supply Offer Letter)
- ✓ Any off site mains laying (contestable work) that you want us to complete (in line with Bulk Supply Offer Letter)

These costs are explained in Section 4.1 and Section 4.2. These costs exclude VAT. If you require further details, all fees are included in our annual [Charging Arrangement document \(developer-services-charging-arrangements.pdf\)](#), which also sets out calculated costs for various scenarios.

4.1 Initial Application Fees

Depending on the type of application you submit, you will pay one of the application fees shown in the table below. VAT is applicable to application fees, the charges below exclude VAT.

Type of Application	What is the charge for?	Cost (£)
NAV site status enquiry	<ul style="list-style-type: none">✓ Review of application✓ Confirmation if site is served by us	£61.00 (exc. VAT)
NAV bulk supply	<ul style="list-style-type: none">✓ Review of application✓ Details of any point of connection✓ Pressure / capacity of connection point✓ Confirmation if site is served or unserved✓ Value of income offset✓ Confirmation of any infrastructure, reinforcement, and connection charges✓ Requirements and costs associated with bulk boundary meter✓ Provision of Bulk Supply Offer Letter✓ Provision of Bulk Supply Agreement (if site proceeds)	£509.00 (exc. VAT)

4.2 Bulk Supply Offer Letter

Cost on Quote	What is the charge for?	Payable									
Estimated cost for providing off-site infrastructure	<p>This cost will include all construction costs to complete the final connection and any off-site mains laying.</p> <p>The offsite mains laying is deemed contestable works and therefore can be competed by an SPL working on behalf of the NAV with the price being deducted from the quote.</p>	In advance of completing the connection works									
Infrastructure Charges	<p>Water and Sewerage Infrastructure charges</p> <p>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"> <thead> <tr> <th></th><th>SSW (£)</th><th>CWC (£)</th></tr> </thead> <tbody> <tr> <td>Water</td><td>£360.00</td><td>£360.00</td></tr> <tr> <td>Sewerage</td><td>£499.62 (on behalf of Severn Trent Water)</td><td>£403.00 (on behalf of Anglian Water)</td></tr> </tbody> </table> <p>Environmental Incentive (Water Efficiency Discount) Please see section 4.</p>		SSW (£)	CWC (£)	Water	£360.00	£360.00	Sewerage	£499.62 (on behalf of Severn Trent Water)	£403.00 (on behalf of Anglian Water)	Payment made following connection
	SSW (£)	CWC (£)									
Water	£360.00	£360.00									
Sewerage	£499.62 (on behalf of Severn Trent Water)	£403.00 (on behalf of Anglian Water)									
Environmental component	<p>Water and Sewerage Environmental component</p> <p>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.</p> <table border="1"> <thead> <tr> <th></th><th>SSW (£)</th><th>CWC (£)</th></tr> </thead> <tbody> <tr> <td>Water</td><td>£16.00</td><td>£16.00</td></tr> <tr> <td>Sewerage</td><td>£48.54 (on behalf of Severn Trent Water)</td><td>£0.00 (on behalf of Anglian Water)</td></tr> </tbody> </table>		SSW (£)	CWC (£)	Water	£16.00	£16.00	Sewerage	£48.54 (on behalf of Severn Trent Water)	£0.00 (on behalf of Anglian Water)	Payment made following connection
	SSW (£)	CWC (£)									
Water	£16.00	£16.00									
Sewerage	£48.54 (on behalf of Severn Trent Water)	£0.00 (on behalf of Anglian Water)									

5. 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	<p>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.</p> <p>Example: retrospective fitting of water saving devices to previous phases of a development to cancel out the usage from plots in the latest phase.</p>

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	£480/plot	£360/plot	£240/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	£23.34

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

6. 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.

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

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

7. 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

NAV Enquires	<p>Developer Services Cambridge Water 90 Fulbourn Road Cambridge CB1 9JN</p> <p>Phone: 01223 403115</p> <p>Opening times: 09:00 – 17:00</p> <p>Email: CamNetDev@south-staffs-water.co.uk</p> <p>Website: www.cambridge-water.co.uk/developers</p>
Asset map requests	<p>Email: mapenquiries@south-staffs-water.co.uk</p>

Cambridge region - Sewerage

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

NAV enquiries	<p>Developer Services South Staffs Water Green Lane Walsall WS2 7PD</p> <p>Phone: 0345 345 1399</p> <p>Opening times: 08:30 – 16:30</p> <p>Email: Servicerequests@south-staffs-water.co.uk</p> <p>Website: www.south-staffs-water.co.uk/developer</p>
Asset map requests	Email: recordsenquiries@south-staffs-water.co.uk

South Staffs region - Sewerage

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