



South Staffs Water



Cambridge Water

# Self-lay Provider User Guide

April 2025

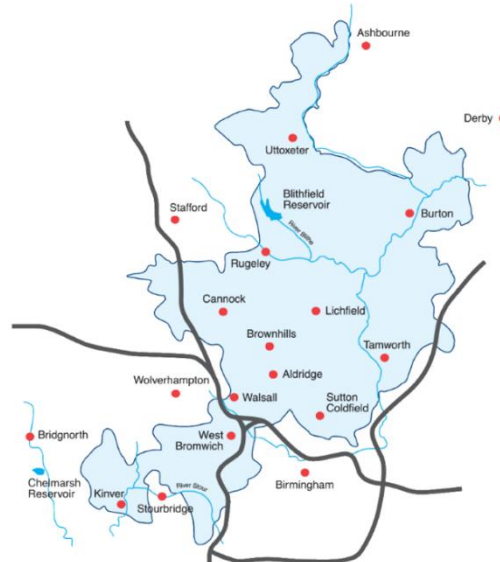
## About South Staffs and Cambridge Water

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

SLP(s) Self-lay Provider(s)

SSW South Staffs water

SOW Source of Water

WAA Water Adoption Agreement

WIRS Water Industry Registration Scheme

## 1. Who is this Guide for?

This guide is for contractors who wish to lay water infrastructure on behalf of developers.

When a contractor lays the water infrastructure for developers the work is referred to as self-lay, and the contractor is referred to as self-lay provider (SLP).

This guide sets out the process, timescales, and useful information for progressing self-lay work.

SLPs are required to be accredited under the Water Industry Registration Scheme (WIRS). You can search for a SLP on the [LRQA website](https://www.lrga.com/en/utilities/water-industry-registration-scheme-wirs-wirsae/search/) (<https://www.lrga.com/en/utilities/water-industry-registration-scheme-wirs-wirsae/search/>).

## 2. What activities can Self-Lay Providers (SLPs) carry out?

The majority of water infrastructure that a Developer needs to serve a new housing development (or just a single new property) can be completed by a SLP. This type of work is referred to as contestable work. However, some higher risk work can only be carried out by South Staffs Water (SSW) or Cambridge Water (CWC) and this is referred to as non-contestable work.

Table 1 sets out the most common type of work related to provision of new water supplies and indicates what work can be completed by a SLP (contestable work) and work that can only be undertaken by the Water Company (non-contestable work).

The Developer can pick and choose which contestable works on the development site (on-site) and outside of the development site (off-site) are completed by a SLP.

Table 1 – Summary of activities that can be completed by a SLP

Common Type of Activity	Can work be completed by SLP?
Mains scheme designs	✓
Laying new mains including pressure testing, chlorinating and sampling	✓
In line connections – Following pressure tests, sample tests and approval from us, a SLP is able to connect a length of new mains pipework to a live main which doesn't involve cutting into our existing main (i.e. connection to the source of water off-site; or connection on-site between laid mains).	✓
Self-inspection of supply pipes and communication pipes in advance of completing service connections provided the person certifying is accredited under a scheme such as WIAPS, A Plus, Watermark	✓
Laying of service pipes (up to but not including 63mm)	✓
Service connections for new infill properties or properties on development sites up to but not including 63mm for PE and barrier pipe mains	✓
Installation of meters for new infill properties or properties on development sites (up to but not including 63mm)	✓
<b>Works that can only be undertaken by SSW or CWC</b>	
Connections of mains onto the existing network often referred to as 'source of water' (SOW) connection	X
Service connections which are 63mm or greater	X
Valve operations on our live network	X
Disconnections of existing service connections or branch connections on live network	X

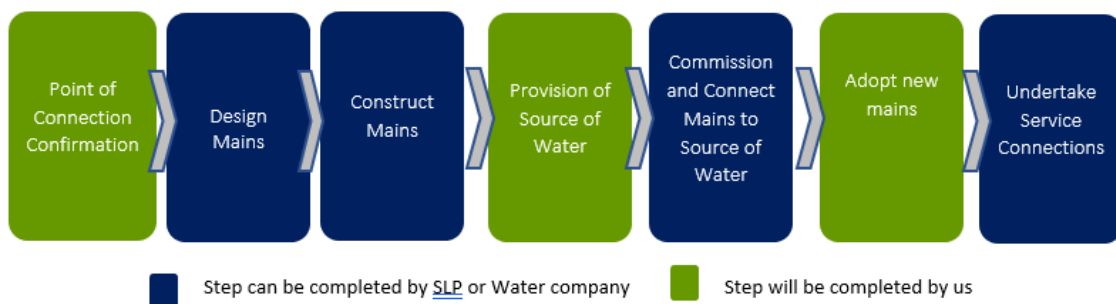
The activities that SLPs can carry out are specified within our [Annual Contestability Summary \(https://www.south-staffs-water.co.uk/media/3784/sst-annual-contestability-summary.pdf\)](https://www.south-staffs-water.co.uk/media/3784/sst-annual-contestability-summary.pdf).

### 3. The Self-Lay Process

Figure 1 shows the end-to-end process for providing properties with a new water supply.

The processes highlighted in blue can be completed either by the Water Company or a SLP. Processes highlighted in green can only be completed by the Water Company. Each step of the process is described in the following sections of this guidance document.

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



#### 3.1 Approved Codes of Practice

The process we follow for progressing self-lay activities are based on a number of documents which form the [Water Industry Codes for Adoption](https://www.south-staffs-water.co.uk/developer/get-connected/self-lay/water-codes-for-adoption) (<https://www.south-staffs-water.co.uk/developer/get-connected/self-lay/water-codes-for-adoption>).

These documents are available on our website and include for example 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>).

##### 3.1.1 Compliance with the Design and Construction Specification

When completing self-lay work, the SLP needs to refer to the documents below as these will help with the planning, design, construction and commissioning of water infrastructure and are specific to the South Staffs and Cambridge Water regions.

- [Design and Construction Specification for South Staffs Water incorporating Cambridge Water](https://www.south-staffs-water.co.uk/media/yfiahgji/sst-design-and-construction-specification-202425.pdf) (<https://www.south-staffs-water.co.uk/media/yfiahgji/sst-design-and-construction-specification-202425.pdf>)
- [South Staffs Water incorporating Cambridge Water – Water Codes for Adoption – local practices](https://www.south-staffs-water.co.uk/media/3785/sst-local-practices.pdf) (<https://www.south-staffs-water.co.uk/media/3785/sst-local-practices.pdf>)

The Design and Construction specification document forms a contractually binding part of the Water Adoption Agreement.

It is the responsibility of the SLP wishing to design and/or construct a self-laid main to comply with the Design and Construction Specification. Appendix 1 of the Design and Construction Specification also provides other reference documents which may be relevant to your design and/or construction.

## 3.2 How do I complete the 'Self Lay Provider Application' Form?

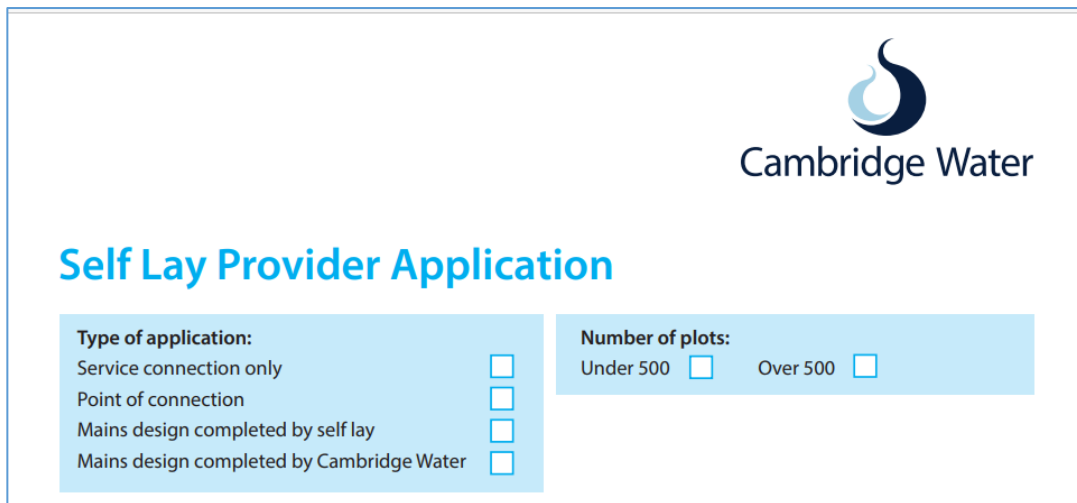
The Self Lay Application form can be found on our website.

<https://www.south-staffs-water.co.uk/media/2ckkjq20/self-lay-provider-form.pdf>

<https://www.cambridge-water.co.uk/media/fkxhxerv/self-lay-provider-form.pdf>

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

Figure 2 – extract from Self Lay Application Form



The image shows a section of the 'Self Lay Provider Application' form. At the top right is the Cambridge Water logo. Below it, the title 'Self Lay Provider Application' is displayed in blue. The form contains two main sections for selection:

Type of application:	Number of plots:
Service connection only <input type="checkbox"/>	Under 500 <input type="checkbox"/> Over 500 <input type="checkbox"/>
Point of connection <input type="checkbox"/>	
Mains design completed by self lay <input type="checkbox"/>	
Mains design completed by Cambridge Water <input type="checkbox"/>	

### 3.2.1 Which type of Application do I choose?

- **Service Connection Only** – tick this box if you are only applying to install the supply pipes, communication pipes and complete service connections and you are not intending to design or lay any mains infrastructure. We will then provide a quote for service connection charges.
- **Point of Connection** – tick this box to understand where the point of connection will be for a proposed development. We will then confirm where the connection can be made to our network and any off-site works likely to be required.



- **Mains Design completed by Self Lay Provider** – tick this box if the SLP has completed the design of the on-site mains (and potentially off-site mains). We will then review the design and provide a quote for the provision of the water infrastructure and other relevant charges.
- **Mains Design completed by South Staffs or Cambridge Water** – tick this box if you would like us to complete the design of your on-site mains. We will complete both the off-site and on-site designs and provide a quote for the provision of the water infrastructure and other relevant charges.

### 3.3 Service Connection Only

Submit this application if you are only applying to install the supply pipes, communication pipes and complete the service connections. Please refer to *Section 3.7* for further details of this process, which will happen after the design and installation of the water infrastructure.

### 3.4 Point of Connection (Enquiry)

Submit this application if you only require a final point of connection (also referred to as the Source of Water). If you submit this application, we will assume you will be laying all the water infrastructure and completing the service connections.



Step can be completed by [SLP](#) or Water company



Step will be completed by us

<div>Step 1</div> <div>Submit Self Lay Application Form with supporting information and application fee</div>	<p>On the application form tick 'Point of connection'.</p> <p>The 'Self Lay Provider Application' form identifies the minimum information required to begin the design process. This will include:</p> <ul style="list-style-type: none"><li>✓ A site plan</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:Servicerequests@south-staffs-water.co.uk">Servicerequests@south-staffs-water.co.uk</a></li></ul>
<div>Step 2</div> <div>We will acknowledge your application (within 5 days)</div>	

<p><b>Step 3</b></p> <p>We will provide details of the Point of Connection</p> <p>(within 14 days for simple schemes and 28 days for complex schemes)</p>	<p>We will provide the following:</p> <ul style="list-style-type: none"> <li>✓ The point of connection for the connecting infrastructure for the proposed new development</li> <li>✓ If applicable, any additional works that we expect will be required in order to enable the development to be supplied (for example off-site mains laying or network reinforcement)</li> </ul>
<p><b>Step 4</b></p> <p>Submit application form to proceed with works</p>	<p>If you wish to proceed, then please submit one of the following applications and confirm your build programme which will allow us to programme any necessary reinforcement works:</p> <ul style="list-style-type: none"> <li>• Mains Design Completed by Self Lay Provider</li> <li>• Mains Design completed by SSW/Cambridge Water</li> </ul>

## 3.5 Mains Design

The design of the on-site and off-site water mains is a contestable activity and can be completed by a SLP. The sections below describe the process if the design is completed by the SLP (Section 3.5.1) or by the water company (Section 3.5.2).

### 3.5.1 Mains Design completed by Self-Lay Provider

When you submit an application with 'Mains design completed by self lay' ticked, you are requesting that we review your design and provide design acceptance and a draft Water Adoption Agreement (WAA).



Step can be completed by SLP or Water company



Step will be completed by us

<p><b>Step 1</b></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 tick 'Mains Design Completed by Self Lay'.</p> <p>The 'Self Lay Provider Application' form identifies the minimum information required to begin the design process. This will include:</p> <ul style="list-style-type: none"> <li>✓ A site plan</li> <li>✓ 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.</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:Servicerequests@south-staffs-water.co.uk">Servicerequests@south-staffs-water.co.uk</a></li> </ul>
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<p><b>Step 2</b></p> <p><b>Review design</b></p> <p>(design approval within 14 days for simple schemes or 21 days for complex jobs)</p>	<p>We will review your design and either request amendments or provide design approval / rejection.</p>
<p><b>Step 3</b></p> <p>We will provide a Quote for works and a draft Water Adoption Agreement</p> <p>(Adoption agreement provided within 7 days of quote acceptance)</p>	<p>We will provide a Water Adoption Agreement and the following quotes:</p> <ul style="list-style-type: none"> <li>✓ New Mains and non-contestable Costs (see Section 4.2)</li> <li>✓ Schedule of connection charges (see Section 4.3)</li> </ul>
<p><b>Step 4</b></p> <ul style="list-style-type: none"> <li>a) Complete Water Adoption Agreement (sign)</li> <li>b) Pay us for any works required</li> <li>c) Confirm build programme to allow us to programme our works</li> </ul> <p>(WAA to be returned to us a minimum of 28 days prior to delivery date required for source of water).</p>	<p>The payment required will be as per your New Mains and Contestable costs quote (Section 4.2). Details of how to pay are in Section 4.4.</p> <p>Costs shown on the quote 'Schedule of Connections Charges' are not yet due, however they can be paid at this stage if preferred.</p>
<p><b>Step 5</b></p> <p>For any works we need to complete, we will progress detailed design and programme works (including any network reinforcement)</p>	

### 3.5.2 Mains Design Completed by South Staffs Water or Cambridge Water



Step can be completed by SLP or Water company



Step will be completed by us

<p><b>Step 1</b></p> <p>Submit Self Lay Provider Application Form with supporting information and application fee</p> <p>(acknowledgement sent within 5 days)</p>	<p>On the application form tick 'Mains design completed by Cambridge Water'</p> <p>The 'Self Lay Provider Application' form identifies the minimum information required to begin the design process. This will include:</p> <ul style="list-style-type: none"> <li>✓ A site boundary plan</li> <li>✓ Approved site layout design (Auto CAD plan)</li> <li>✓ 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.</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:Servicerequests@south-staffs-water.co.uk">Servicerequests@south-staffs-water.co.uk</a></li> </ul>
<p><b>Step 2</b></p> <p>We will provide:</p> <ul style="list-style-type: none"> <li>✓ Design</li> <li>✓ Quote for works</li> <li>✓ Draft Water Adoption Agreement</li> </ul> <p>(design provided within 28 days for simple schemes and 21 days for complex schemes; Adoption agreement provided within 7 days of request)</p>	<p>We will provide the following quotes:</p> <ul style="list-style-type: none"> <li>✓ New Mains and non-contestable Costs (see Section 4.2)</li> <li>✓ Schedule of connection charges (see Section 4.3)</li> </ul>
<p><b>Step 3</b></p> <ol style="list-style-type: none"> <li>a) Complete Water Adoption Agreement</li> <li>b) Pay us for any works required</li> <li>c) Confirm build programme to allow us to programme our works</li> </ol> <p>(WAA returned to us a minimum of 28 days prior to delivery date required for source of water).</p>	<p>The payment required will be as per your New Mains and Contestable costs quote (Section 4.2). Details of how to pay are in Section 4.4.</p> <p>Costs shown on the quote 'Schedule of Connections Charges' are not yet due, however they can be paid at this stage if preferred.</p>

## 3.6 Self-Lay Provider Constructs Mains



Step can be completed by SLP or Water company



Step will be completed by us





As per the Design and Construction Specification requirement, no self-laid main shall be constructed unless the design of the said main has been approved by us (see Section 3.5.1).

<p><b>Step 1</b></p> <p>Prior to construction SLP to arrange pre-site meeting with us</p>	<p>SLP to arrange a pre-site meeting with the water company to ensure the programme runs smoothly and scheme details, engineering challenges, coordinating works and timeframes are understood by all parties.</p> <p>At this point the programme of work can be agreed. Ideally a provisional date for the source of water connection will be discussed.</p>
<p><b>Step 2</b></p> <p>SLP undertakes self-lay works and confirms weekly whereabouts to us</p>	
<p><b>Step 3</b></p> <p>During construction we will carry out co-ordination and compliance visits</p>	<p>It is important that any water fittings installed meet our requirements. Table 2 in Section 3.6.1 provides photographs showing examples of acceptable installed water fittings and specifies the requirements you will need to meet for us to adopt the assets.</p>
<p><b>Step 4</b></p> <p>During construction, SLP needs to agree any design variations with us</p>	

### 3.6.1 Laying of Mains Fittings

Examples of what we look for when inspecting new mains are shown below. Any deviation from this would be identified as defects and would need rectifying.

Table 2 – 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>
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>

## 3.7 Commissioning and Connection of Mains

### 3.7.1 Self-Lay Provider Commissions and Connects Main

This process relates to commissioning and connecting to the source of water (final point of connection) and to any on-site mains that have already been commissioned (inline connections).



Step can be completed by SLP or Water company



Step will be completed by us

<p><b>Step 1</b></p> <p>SLP inform us that the main is ready to be commissioned and provides a method statement for drawing water from the source of water point for flushing, disinfection or testing.</p>	<p>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.</p> <p>Please give us as much notice as you can to ensure we can meet your programme for providing the source of water</p>
<p><b>Step 2</b></p> <p>We will confirm the source of water is available for commissioning</p> <p>(date as agreed or within 28 days of receiving WAA)</p>	
<p><b>Step 3</b></p> <p>SLP to carry out pressure tests on the mains laid and provide certificate and raw results to us for review</p>	<p>We may be present during pressure test and disinfection process.</p>
<p><b>Step 4</b></p> <p>We will audit the pressure test results and confirm if the new mains have met the pressure requirements</p>	<p>If defects are identified, the SLP will need to remedy any identified defects and repeat Step 3.</p>

<p><b>Step 5</b></p> <p>SLP to flush and disinfect (chlorinate) mains and take water quality samples and request to make connection</p>	<p>Water quality sampling should test for the following: residual chlorine, qualitative odour, coliform bacteria, E. Coli, turbidity, iron, conductivity, pH and appearance (particulates &amp; clarity).</p> <p>Samples can either be brought to our laboratories at one of 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>Note the final connection must be made within 14 days from when the samples have been taken (following approval of the sample results).</p>
<p><b>Step 6</b></p> <p>We will review the sample results and confirm if the new mains have met the sample requirements</p>	
<p><b>Step 7</b></p> <p>We will approve the date of the final connection to the Source of Water (Final Connection Point)</p>	<p>Ensure all commissioning paperwork requested is sent 5 days prior to the required connection date.</p>
<div> <div> <p><b>Step 8</b></p> <p>SLP to notify us that the final connection will progress and complete the final connection.</p> </div> <div> <p><b>Step 8</b></p> <p>SLP to notify us that the final connection is ready and we will make the final connection.</p> </div> </div>	<p>Usually, the SLP will make the final connection to the source of water (within 14 days).</p>
<p><b>Step 9</b></p> <p>SLP to notify us that the commissioning connection has been completed</p>	



<p><b>Step 10</b></p> <p>Following mains laying and connection we will complete a site visit (walk off meeting )</p>	<p>When defects are identified we will agree a date for rectifications to be completed by the SLP.</p> <p>If rectifications are not completed within the agreed timeframe we will complete the works and recharge the costs to the SLP.</p> <p>Where rectification works affect live supplies (for example resetting a hydrant which is now part of a network supplying connected plots) we will need to complete the rectifications and the costs of these will be charged to the SLP.</p>
<p><b>Step 11</b></p> <p>SLP to provide as built records (as laid drawings)</p>	<p>SLP to ensure construction records (as laid drawings) are submitted in an electronic format in accordance with <a href="https://www.south-staffs-water.co.uk/media/yfihahgi/sst-design-and-construction-specification-202425.pdf">Design and Construction specification (https://www.south-staffs-water.co.uk/media/yfihahgi/sst-design-and-construction-specification-202425.pdf)</a> (Section 16) and as detailed in Section 3.7.1.1.</p>
<p><b>Step 12</b></p> <p>Where the SLP has completed the final connection (connection to the source of water), the SLP needs to notify the Fire and Rescue Authority</p>	<p>It is the responsibility of the SLP to inform the relevant Fire Authority when fire hydrants have been installed so that Fire Authorities can inspect the hydrants ready for adoption.</p> <p>Feedback should be passed onto us to ensure we understand which hydrants have been accepted by the Fire Authority and which require defect corrections.</p>
<p><b>Step 13</b></p> <p>Once each main or section is connected a Declaration of Vesting will be issued and the Defect Correction Period Starts.</p> <p>(within 5 days)</p>	<p>The adoption process transfers legal ownership of the newly constructed asset(s) to either South Staffs Water or Cambridge Water. Evidence of this legal transfer is provided when the water company issues a Declaration of Vesting document to the SLP.</p>
<p><b>Step 14</b></p> <p>South Staffs Water or Cambridge Water will take responsibility for the operation and maintenance of the asset</p>	

### 3.7.1.1 As Laid Drawings

As Laid Drawings should comply with the following requirements:

1. Provided in AutoCAD format with a layering convention (not PDF)
2. Must be geo-referenced
3. Ordnance Survey's Master Map (Topography layer) to be used as mapping background
4. Measurements to be within a minimum accuracy of +/- 500mm on the ground
5. Labels must accurately identify size, material, date installed and method of laying
6. To be submitted to one of the email addresses given within timescales shown in Table 3

South Staffs region – [recordsenquiries@south-staffs-water.co.uk](mailto:recordsenquiries@south-staffs-water.co.uk)

Cambridge region - [mapenquiries@south-staffs-water.co.uk](mailto:mapenquiries@south-staffs-water.co.uk)

Table 3 – Required timescale for submission of As Laid Drawings

Length or Type of Scheme	Submission Deadline
Programme less than 1 month	Within 14 calendar days of the recorded completion date of the works
Programme exceeds 1 month	Within 14 days of completion of each significant part of the work or as agreed

### 3.7.1.2 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

South Staffs Water  
Green Lane  
Walsall  
WS2 7PD

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

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).

## 3.8 Self-Lay Provider Undertakes Service Connections

Service connections can be made on existing mains or adopted self-laid mains.



Step can be completed by SLP or Water company



Step will be completed by us

<p><b>Step 1</b></p> <p>If there is no previous self-lay application (i.e. no mains required) Submit 'Self Lay Provider' Application with supporting application and fee</p> <p>(Acknowledgement will be sent within 5 days)</p>	<p>If there has been no previous 'Self Lay Provider Application' form for the site and the only work required is installation of service connections to our mains, then please submit the Self Lay Application with 'service connection only' ticked.</p> <p>If you have already submitted a Self Lay application for 'Mains Design' then proceed to Step 3.</p>
<p><b>Step 2</b></p> <p>We will review the application and provide a quote</p> <p>(within 28 days, complex jobs may take longer)</p>	<p>If there has been no previous self-lay application for the site and the only work required on site is installation of service pipes we will provide the following quotes:</p> <p>✓ <b>Schedule of connection charges</b> quote (see Section 4.3)</p> <p>The design of the service pipe needs to be in line with the design shown in Section 3.8.1.</p>
<p><b>Step 3</b></p> <p>Install internal plumbing and private supply pipe</p>	<p>All plumbing must comply with <a href="https://www.legislation.gov.uk/uksi/1999/1148/contents/made">Water Quality &amp; Water Fittings Regulations 1999</a> (<a href="https://www.legislation.gov.uk/uksi/1999/1148/contents/made">https://www.legislation.gov.uk/uksi/1999/1148/contents/made</a>). If the internal plumbing has not been fitted by an accredited plumber you may need to request a compliance visit from our Water Regulations team.</p> <p>The stop tap needs to facilitate flushing; residual chlorine testing; meter proving; isolation; and periodic flushing. Non-domestic connections require a double check valve to ensure backflow protection.</p> <p>The private supply pipe must be installed using a suitably accredited installer (who can self-certify against the Water Quality Regulations) and suitable certification for the installation should be provided.</p>
<p><b>Step 4</b></p> <p>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><b>Step 5</b></p> <p>Notify us of intention to connect private supply pipe to a vested main (via weekly whereabouts making reference to plot references)</p> <p>Provide:</p> <ul style="list-style-type: none"> <li>✓ evidence of passed inspection of supply pipework</li> <li>✓ Payment related to Schedule of connection charges</li> <li>✓ Postal information</li> </ul>	<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 undertake self-certification using a third party accredited by the Approved Contractors' Scheme.</li> </ul> <p>The Watersafe 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>Please send Certificate and photographs of the installation to one of the following addresses:</p> <ul style="list-style-type: none"> <li>○ <a href="mailto:CamNetDev@south-staffs-water.co.uk">CamNetDev@south-staffs-water.co.uk</a></li> <li>○ <a href="mailto:Servicerequests@south-staffs-water.co.uk">Servicerequests@south-staffs-water.co.uk</a></li> </ul> <ul style="list-style-type: none"> <li>✓ P2 – Make payment of the costs associated with connections (Schedule of connection charges quote – see Section 4.3)</li> <li>✓ P3 – provide us with the 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.</li> </ul>
<p><b>Step 6</b></p> <p>We will provide consent to progress with service connections</p> <p>(within 5 days of providing all information requested)</p>	
<p><b>Step 7</b></p> <p>Make service connections</p>	
<div> <div> <p><b>Step 8</b></p> <p>SLP Installs meter and notifies SSW/CWC (provide meter details within 1 day for non-household customers and within 5 days for household customers)</p> </div> <div> <p><b>Step 8</b></p> <p>Notify SSW /CWC of connections and request for us to install meter</p> </div> </div>	<p>SLPs can only install specific meters used by South Staffs Water and Cambridge Water (these can be delivered to site or collected from our stores). SLPs can request a maximum of 50 meters at one time. Please let us know at least 1wk in advance of the required delivery or collection date.</p> <p>SLPs need to return form SL07 contained within <a href="https://www.south-staffs-water.co.uk/media/3785/sst-local-practices">South Staffs Water incorporating Cambridge Water – Water Codes for Adoption – local practices</a> (<a href="https://www.south-staffs-water.co.uk/media/3785/sst-local-practices.pdf">https://www.south-staffs-water.co.uk/media/3785/sst-local-practices.pdf</a>) to one of the following email addresses to advise meters have been fitted or to request SSW or CWC install the meters.</p> <ul style="list-style-type: none"> <li>• <a href="mailto:Camnetdev@south-staffs-water.co.uk">Camnetdev@south-staffs-water.co.uk</a></li> <li>• <a href="mailto:Servicerequests@south-staffs-water.co.uk">Servicerequests@south-staffs-water.co.uk</a></li> </ul>

<p><b>Step 9</b></p> <p>We will carry out site visit (walk off) and highlight any defects</p>	<p>Please contact us to arrange the site walk off.</p> <p>We will look to ensure final cover levels are achieved and then maintained throughout any remaining landscaping or carriageway works.</p> <p>You will need to ensure the design of the service connections meet the requirements set out in Section 3.8.1. Table 4 provides photographs showing acceptable installed supply pipes and summarises the requirements you will need to meet for supply pipes to be accepted.</p>
<p><b>Step 10</b></p> <p>Agree with us who should carry out any defect corrections</p>	
<p><b>Step 11</b></p> <p>Final Payments to be made</p>	<p>Following completion of service connections, the balance of the infrastructure charges and the income offset rebate will be calculated. These costs will have been provided in the Schedule of Connection charges quote previously sent to you (Section 4.3).</p>
<p><b>Step 12</b></p> <p>We will create a new billing account</p>	<p>Billing accounts can only be created when the meter is fitted and the details are provided to us.</p>

### 3.8.1 Design of Service Connections

As set out 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), 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 \(https://www.south-staffs-water.co.uk/media/yfihahgi/sst-design-and-construction-specification-202425.pdf\)](https://www.south-staffs-water.co.uk/media/yfihahgi/sst-design-and-construction-specification-202425.pdf) 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

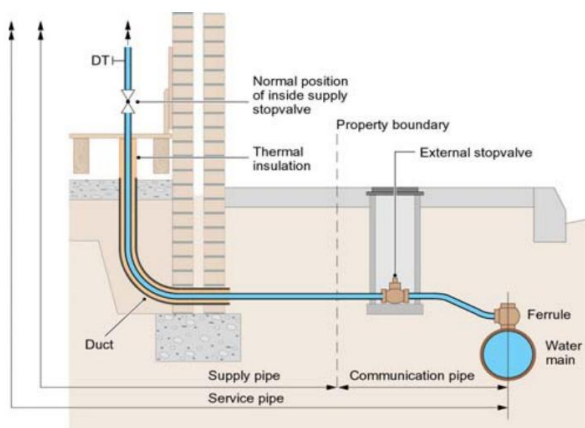
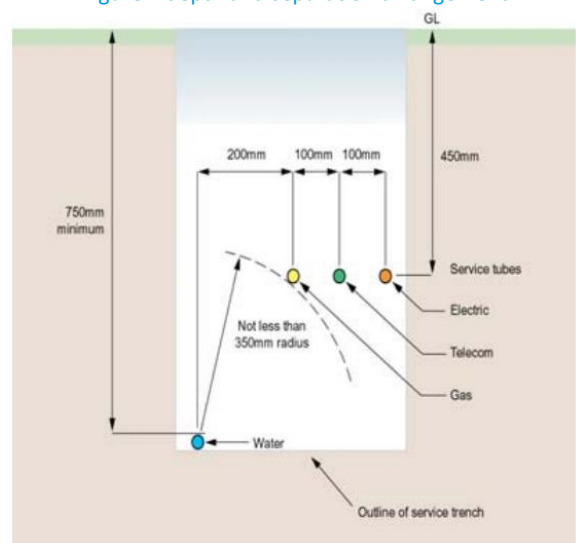


Figure 4 depth and separation arrangement



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 4 – 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
Point of Entry to building		✓ Supply pipe inside duct must be insulated
Stop Tap		✓ Internal stop tap fitted inside property

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



## 4. What charges are applicable to my Self-Lay Provider application?

The cost you pay will depend on which activities are undertaken by South Staffs Water or Cambridge Water and which activities are undertaken by the SLP. All fees are included in our annual [Charging Arrangement document](https://www.south-staffs-water.co.uk/media/4543/developer-services-charging-arrangements-2024-25.pdf) (<https://www.south-staffs-water.co.uk/media/4543/developer-services-charging-arrangements-2024-25.pdf>).

You will need to pay costs associated with:

- ✓ Initial application fees
- ✓ New Mains and non-contestable costs (in line with quote received)
- ✓ Connection Charges (in line with quote received)

Each of these quotes are explained in the sections below. Please refer to our [Charging Arrangement document](#) ([developer-services-charging-arrangements.pdf](#)) for worked examples.

### 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 (£)
Service connections only	<ul style="list-style-type: none"><li>✓ Review of application</li><li>✓ Provision of Schedule of Connection Charges Quote</li></ul>	£181.00
Point of connection	<ul style="list-style-type: none"><li>✓ Review of application</li><li>✓ Point of connection for the proposed development</li><li>✓ Confirmation of any strategic works that may be required</li></ul>	£107.00
Mains design completed by Self Lay	<ul style="list-style-type: none"><li>✓ Review of application and review of mains designs</li><li>✓ Provision of New Mains and Non-Contestable Costs Summary Quote</li><li>✓ Provision of Schedule of Connection Charges quote</li></ul>	£383.00
Mains design completed by Cambridge Water or South Staffs Water	<ul style="list-style-type: none"><li>✓ Review of application</li><li>✓ Provision of mains design</li><li>✓ Provision of New Mains and Non-Contestable Costs Summary Quote</li><li>✓ Provision of Schedule of Connection Charges quote</li></ul>	£509.00

## 4.2 New Mains and Non-Contestable Costs Summary Quote

Cost on Quote	What is the charge for?	Payable
<b>South Staffs Lay Option</b>	<p><b>Total Cost</b> For SLPs, this cost will be marked as N/A as it is assumed the works will be completed by the SLP.</p> <p>(if you require us to complete any off-site mains laying then please let us know. For SLPs, the cost of connection to the existing main which will provide the source of water is captured under non-contestable costs).</p>	N/A for SLPs
<b>Self Lay Option – Non Contestable Costs</b>	<p><b>Connection to Existing Mains (source of water)</b> This cost is site specific for work to install the final connection (source of water) and may include some off site mains laying. The off site mains element is contestable work and will include any traffic management and associated payments to the council for working in the highway. If you wish to complete the off site mains laying then let us know so this cost can be amended.</p> <p><b>Subsequent piece through connections</b> This cost is site specific for works to connect the source of water to the development mains. This work is contestable. Please let us know if you want to complete this work.</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. This work is contestable. Please let us know if you want to complete this work.</p>	In advance of planning the connection works for the source of water
<b>Total combined Infrastructure and Environmental Component Charge Due</b>	<p><b>Water and Sewerage Infrastructure charges and Environmental Component charges</b> These costs 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 4.3.</p>	After connection

## 4.3 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></p> <p>This costs includes the installation of the communication pipe; supply and installation of the meter; and any required traffic management to complete the work.</p>	Prior to connection taking place																		
<b>Post Connection Settlement</b>	<p><b>Water and Sewerage Infrastructure charges</b></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><b>Environmental Incentive (Water Efficiency Discount)</b></p> <p>Please see section 4.</p> <p><b>Water and Sewerage Environmental component</b></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	£360.00	£360.00	Sewerage	£499.62 (on behalf of Severn Trent Water)	£403.00 (on behalf of Anglian Water)		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	£360.00	£360.00																		
Sewerage	£499.62 (on behalf of Severn Trent Water)	£403.00 (on behalf of Anglian Water)																		
	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 process<sup>1</sup>

### 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

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<sup>1</sup> <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.

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 one 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.



## 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

Service connections	<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: <a href="mailto:CamNetDev@south-staffs-water.co.uk">CamNetDev@south-staffs-water.co.uk</a></p> <p>Website: <a href="http://www.cambridge-water.co.uk/developers">www.cambridge-water.co.uk/developers</a></p>
Asset map requests	<p>Email: <a href="mailto:mapenquiries@south-staffs-water.co.uk">mapenquiries@south-staffs-water.co.uk</a></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: <a href="http://www.anglianwater.co.uk/developers/">www.anglianwater.co.uk/developers/</a></p>
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## South Staffs region - Water

Service connections	<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: <a href="mailto:Servicerequests@south-staffs-water.co.uk">Servicerequests@south-staffs-water.co.uk</a></p> <p>Website: <a href="http://www.south-staffs-water.co.uk/developer">www.south-staffs-water.co.uk/developer</a></p>
Asset map requests	<p>Email: <a href="mailto:recordsenquiries@south-staffs-water.co.uk">recordsenquiries@south-staffs-water.co.uk</a></p>

## 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: <a href="https://www.stwater.co.uk/building-and-developing/overview/">https://www.stwater.co.uk/building-and-developing/overview/</a></p>
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