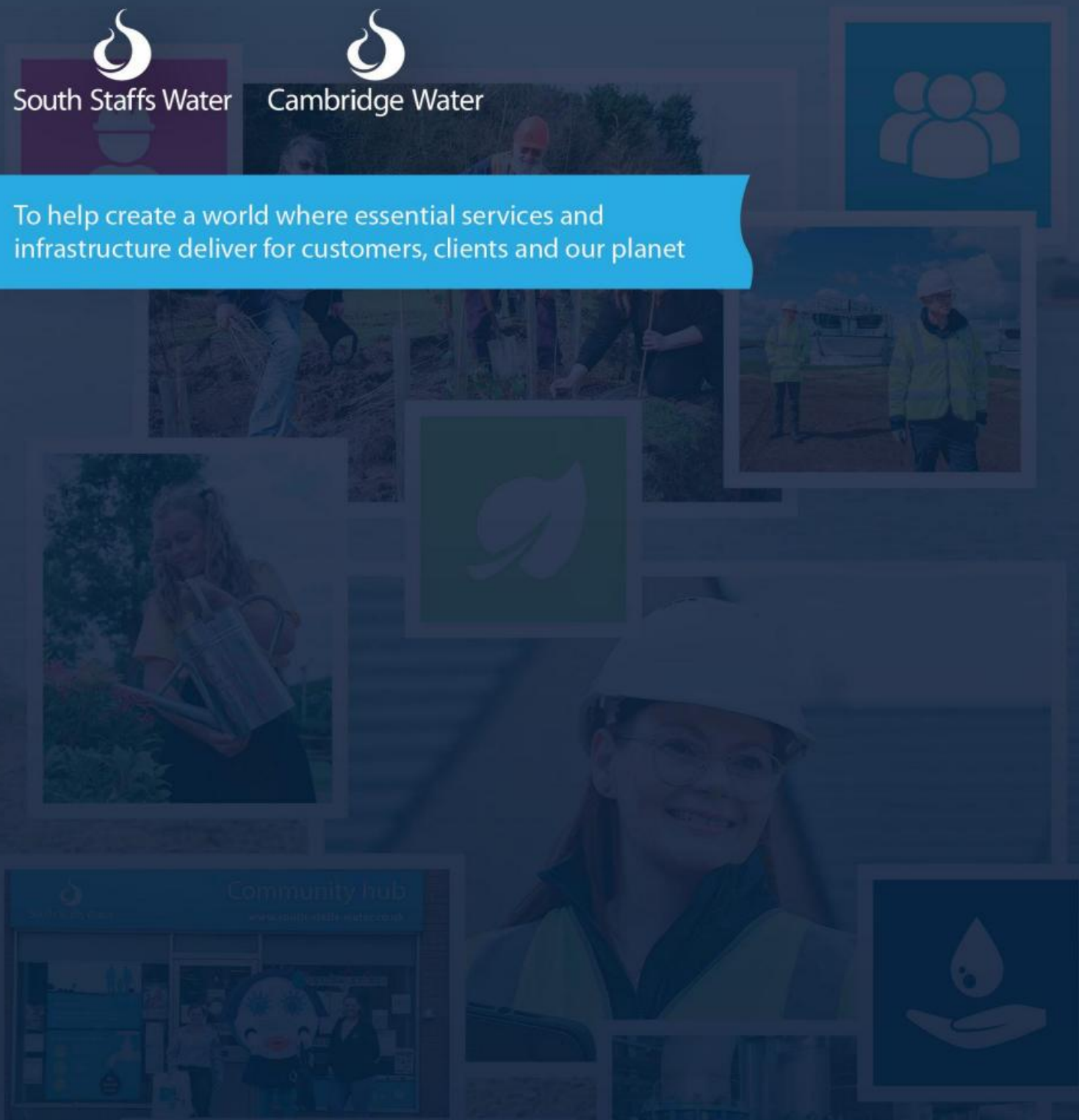
South Staffs Water Cambridge Water

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



Service connections User guide

April 2026

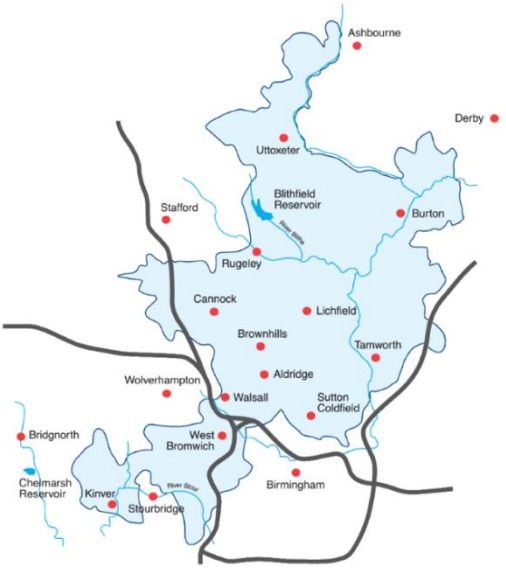
South Staffordshire Water PLC

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

South Staffs region



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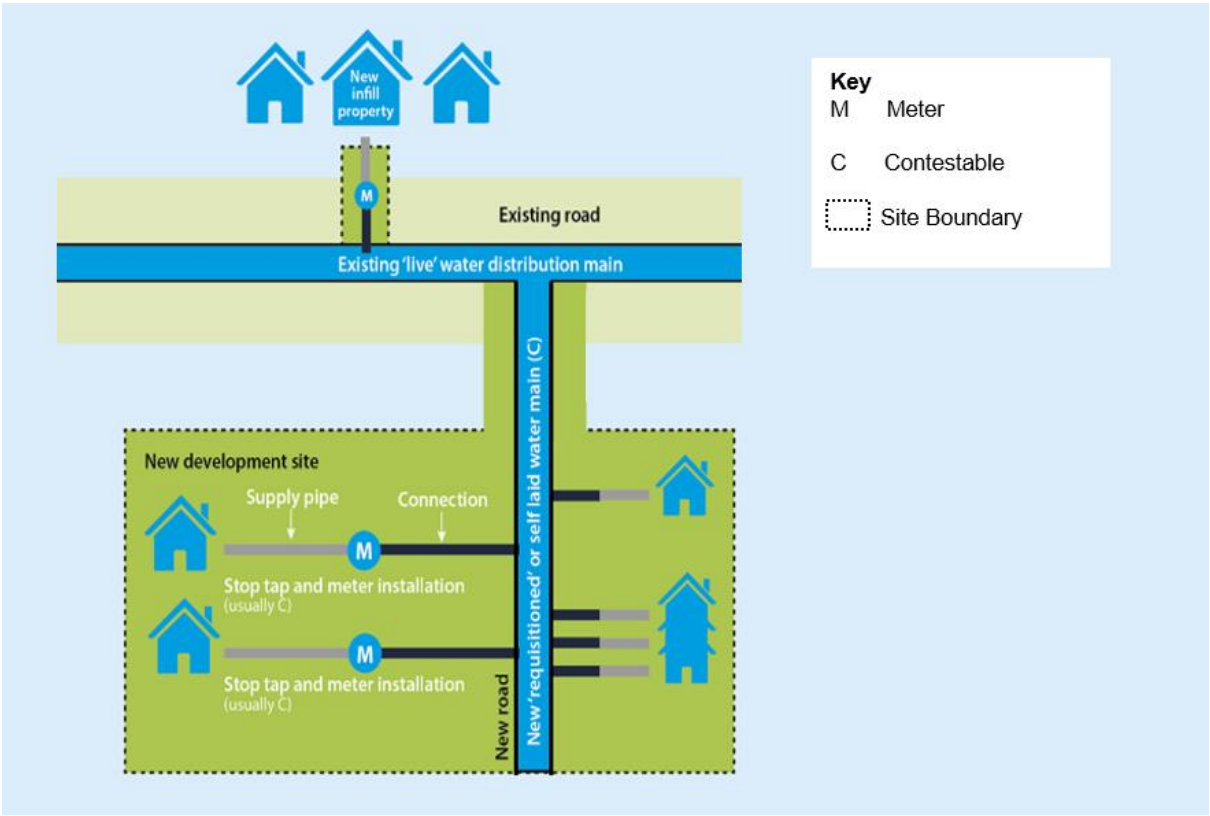
1. Introduction

This guide explains the process, timeframes, costs and relevant information that developer customers need to make a new service connection.

A service connection is typically a small diameter (25mm) pipe which connects the supply from a property into the existing network of a water company. This could be for a single house or multiple houses either in the highway or on a development site, likewise this connection could be for a school, block of flats or commercial premises which require larger pipework (typically up to 63mm) but would still involve a single connection into our existing network.

New service connections, sometimes referred to as communication ("comm") pipes, will have a meter fitted to each separate property feed. In most cases this means each service pipe has an associated meter however where a single large connection feeds a block of flats there will be an internal meter fitted which is usually fitted in a common area within the building. For individual properties the meter is typically fitted in or around the boundary of the property, in the South Staffs region this is usually adjacent to the property boundary but within the highway (pavement) and in the Cambridge region this is usually just inside the property boundary due to local authority preferences.

Figure 1 Typical service connection layouts



The pipework we lay (the comm. pipe) will run from the location of the meter to our existing main which is normally situated in the adjacent highway (for infill properties) or through the development site if the main has been recently laid. The customer is responsible for laying the pipework from the property up to the boundary shown as the supply pipe on the diagram above.

2. Who can complete this work?

South Staffs and Cambridge Water are not the only company you can ask to complete connection works, you can ask a Self Lay provider to carry out the work required if you prefer. In either case an application must be made to South Staffs and Cambridge Water however the activities associated with the construction of service connections sit within a contestable market and therefore you can ask a Self Lay provider to manage this for you instead.

Self Lay providers (SLPs) are contractors that are accredited under the Water Industry Registration Scheme (WIRS) to carry out new connections activity. This typically includes designing and constructing new service connections and laying new water mains. Self Lay providers can lay and connect service pipework up to (but not including) 63mm diameter currently in the South Staffs and Cambridge Water regions. If you would like a Self Lay provider to construct a 63mm connection for you they will be able to lay the pipework (and set up the traffic management etc) however we will need to complete the final connection itself between the new pipework and our existing network.

A list of accredited Self Lay providers can be found here:

https://www.lr.org/en/utilities/water-industry-registration-scheme-wirs-wirsae/search/

Alternatively you can ask us to carry out all of the works and the information within this guide explains the service you will receive from us.

3. What is the process and how long will it take?

The process of applying for and making a service connection or multiple connections is below.

Key

■ Customer step ■ South Staffs and Cambridge Water step

Figure 2 Developer customers requiring one or more single service connections

4. Design of service connections

Most service connections will be 25mm diameter PE (polyethylene) pipework and will connect with the customer's supply pipe at the property boundary where a meter is typically fitted as shown below.

Figure 3 Layout of supply and communication pipes

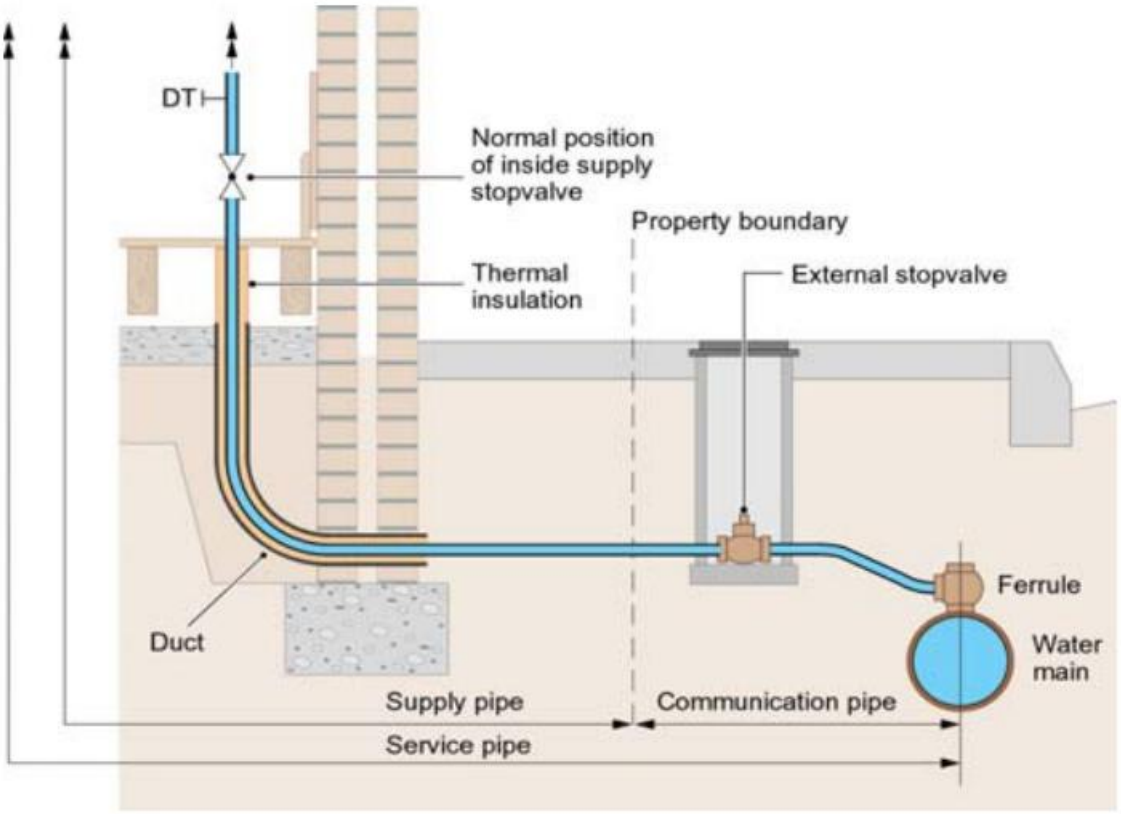


Diagram reproduced courtesy of WRAS from the Water Regulations Guide

Where there is a risk that the ground is contaminated we will ask you to lay your pipework in barrier pipe instead of PE which protects the water supply. We will ask you for a soil report (also referred to as a contamination assessment) to understand if there is a contamination risk, 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.

Where there are multiple connections to be made within a short distance we may use a manifold connection. A manifold connection consists of connecting a single length of pipework from our existing network into a chamber which has multiple ports, the customer's supply pipes (or tails) are inserted into these ports. We use these to reduce the number of connections we have to make to our existing network and also reduce the amount of excavation and reinstatement that is required (often in the highway).

Service connections are typically laid within individual trenches. Where connections are close together we may lay more than one service connection within a single trench, again to reduce the amount of excavation and reinstatement that is required as well as reducing cost.

Customers must lay supply pipes at a depth of 750mm to 1350mm from the finished ground surface level. The typical arrangement of depths and utility separations can be seen below.

Figure 4 depth and separation arrangement

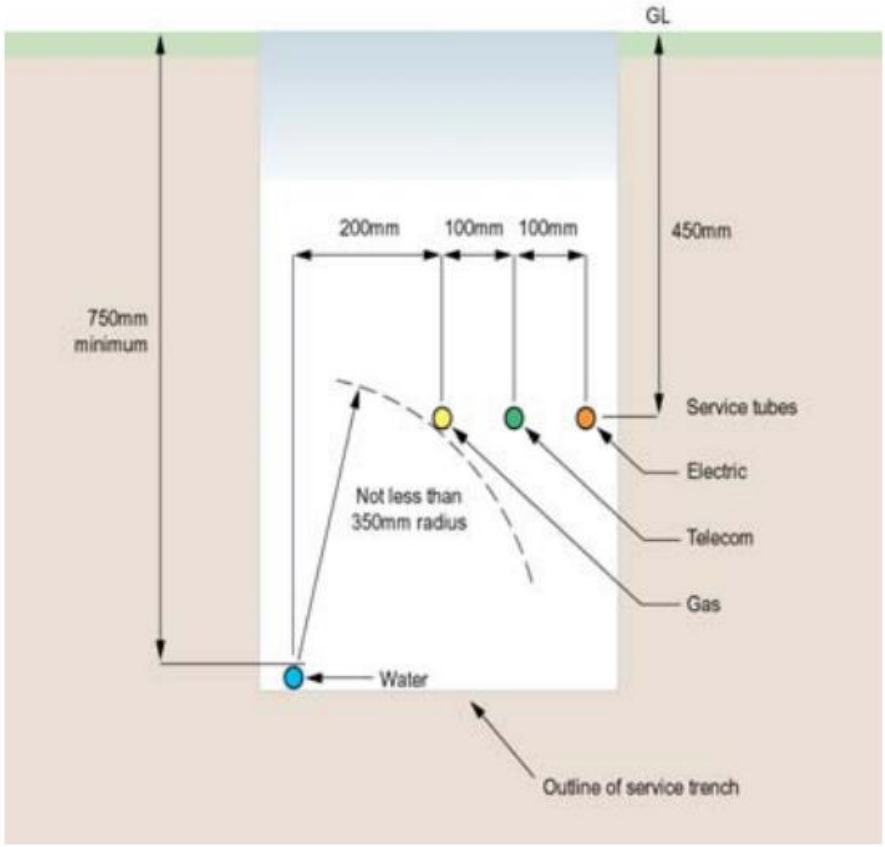


Diagram reproduced courtesy of WRAS from the Water Regulations Guide

5. What do I need to do or provide?

Application and administration information

Step	What you need to do or provide
Step 1 – apply	• Complete the application form and send it to us (we may contact you if we require further information to complete your application) – see section 9 for where to send this application • Make payment of the application fee (see section 8 for how to pay)
Step 2 – providing a quote	No actions – South Staffs and Cambridge Water step
Step 3 – paying the quote	• Make payment of the connection costs – see section 8 for how to pay
Step 4 – completing the pipework within your boundary	• Lay the pipework within your boundary • Let us know when you are ready to be connected so we can come to inspect • Pass your inspection – see information below this table on what is required to pass an inspection
Step 5 – providing postal information	• Provide us with the postal information for your plot(s) (see single page attachment at the end of this user guide for more information)
Step 6 – connecting your property	No actions – South Staffs and Cambridge Water step
Step 7 – infrastructure charges and environmental component	• The balance of the infrastructure charges and the environmental component charge is due in this step
Step 8 – creating a new billing account	No actions – South Staffs and Cambridge Water step

Site requirements – to pass your inspection

When you are ready for us to connect your pipework let us know and we will visit site to complete an inspection.

In order to pass the inspection we will need to see the following:

- We need to see your pipework in three places; the capped end of the pipework at the boundary, the middle of the pipework and where the pipework enters the

property – please keep at least three small excavations (or spy holes) for these locations, if you can leave the whole trench open so we can see the whole length of pipework laid that would be even better. If the trench inspection fails where trial holes have been used we may request the whole trench to be exposed for the re-inspection.

- At the end of your pipework at the boundary (often referred to as the 'tails') we need to see that the pipe is capped. Where you have multiple connections we also need to see that each connection is tagged showing which property it feeds so that we can create each billing account with the relevant meter details.
- Pipework within the ground needs to be at a depth of 750mm minimum to 1350mm maximum and needs to be at least 350mm radius distance from any other service below ground
- Pipework entering the property needs to be ducted – we advise a 4" blue ribbed duct and both ends of the ducting are to be sealed, we advise using a 4" rubber blank bung and the supply pipe to have insulation around it (excluding if pipework exceeds 750mm away from an external wall once inside the property – if you have a suspended floor it will be required to be insulated for any distance away from an external wall)
- If we have specified that barrier pipe or protective pipework is needed due to the risk of contamination in the ground then we will need to see that the supply pipework has been laid in this material.

The pipework must also be accessible, for example if there is scaffolding in place around the pipework we will not be able to carry out your connection.

Figures 3 and 4 above show the arrangements that we are looking for when inspecting supply pipes ready for connection. Figures 5 and 6 below provides further guidance on the arrangement for how the supply pipe enters the building.

Figure 5 Ducted pipe entry to buildings – no insulation

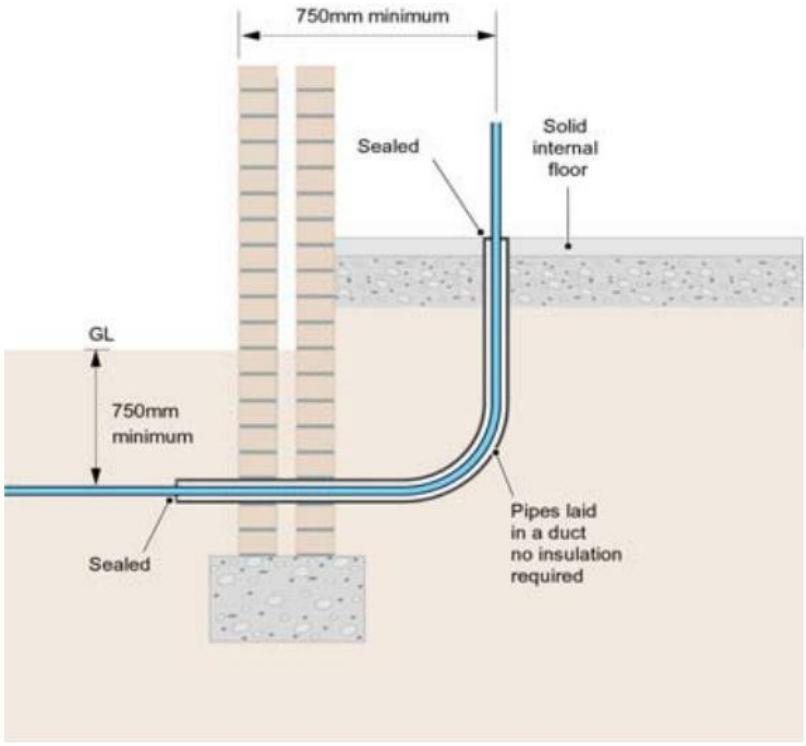


Diagram reproduced courtesy of WRAS from the Water Regulations Guide

Figure 6 Ducted pipe entry to buildings – insulation

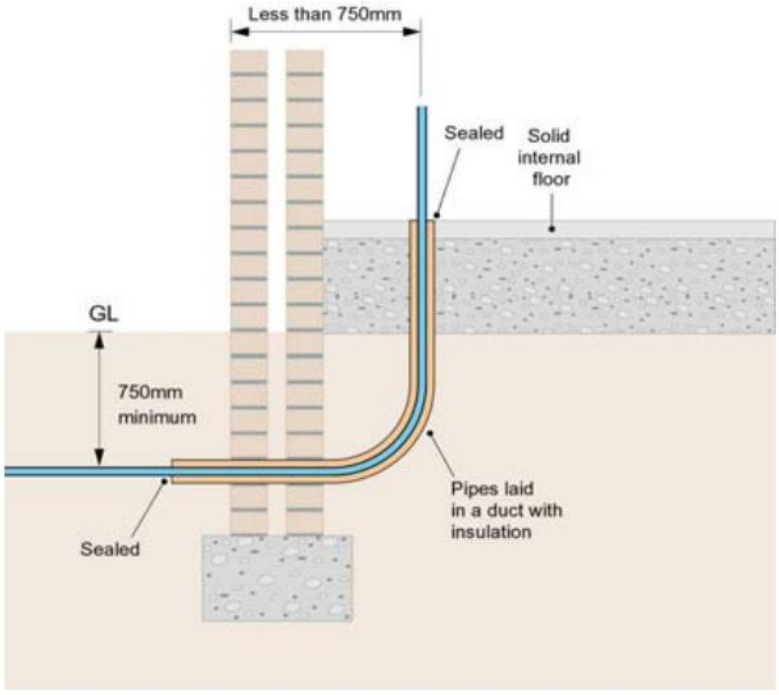


Diagram reproduced courtesy of WRAS from the Water Regulations Guide

6. How much will it cost and what am I paying for?

The charges that you will pay are explained in the table below.

There are a number of regulations which underpin our charges and our charges reflect the cost that we incur in providing each service ie our charges are not set to make a profit nor under recover our costs.

An overview of our charges are below however we have also included a number of worked examples in this section to demonstrate the total charges payable for different scenarios.

Charge	How much is it?	What is it for?	When it is paid?
Application fee	£193.00 per application (exc. VAT)	This covers the administrative activities we undertake from logging your application through to providing your quote	At the application stage
Service connection charge	These can range from around £600.00 per connection (on unmade development sites) to many thousands (for highway facing connections). More information on these charges can be seen below this table.	This covers the cost involved in physically making the connection as well as planning and scheduling the work and making any associated payments to the council for working in the highway	When you are ready for us to connect the pipework within your boundary to our network (please allow for up to 21 days to make most connections, unless a road closure is required when it can take up to 3 months)
Infrastructure charge	Water charge: £487.00 per residential property Sewerage charge: We recover £499.62 per property on behalf of Severn Trent in the South	Each newly connected property puts extra demand on our network and we have to invest in our network each year to accommodate this, the infrastructure charge covers this investment.	Either alongside the service connection charge or more commonly after the connection has been made

	Staffs region and £600.00 for Anglian Water in the Cambridge region. Total: £986.62 for South Staffs Water and £1,087.00 for Cambridge Water	If you are converting an existing connection into a new connection the infrastructure charge will not be applied (as there was demand there previously).	
Environmental component charge	Water: £21.00 per residential property Sewerage: Severn Trent have a sewerage charge of £43.11 which we apply on their behalf for the South Staffs region. There is no sewerage environmental component for Anglian Water. Total: South Staffs Water: £64.11 Cambridge Water: £21.00	A charge which provides the revenue used to fund the environmental incentives explained within section 7 of this user guide	At the same time as the infrastructure charge (both are charged per plot)

Service connection charges

All of our charges are published in our annual Charging Arrangement document. Our service connection charges are structured in a menu of rates and therefore the total service connection charge will depend on the connection scenario.

Connection charges are typically made up of three parts:

- Physically making the connection – excavating the trench, laying and connecting the pipework, reinstating the ground and fitting the meter
- Traffic management – for example two way lights or a road closure which enable us to work in the highway
- Council charges – payments made to the local council for working in the highway.

Typical values have been shown in the worked examples below however the factors which impact cost are:

- Length of pipework – the longer the pipework the more expensive the charges will be
- Type of ground – making a connection in unmade ground (ie grass verge or on a development site) is cheaper than making it in the footpath or highway (made ground) because the excavation and reinstatement costs are much lower
- Working in normal weekday hours or out of hours – weekend working or late evening working is more expensive, when we make the connection will depend on how busy the road is and whether we are obstructing local premises, weekend working or evening working is normally decided by the local council. If your connections are near a school we will normally be required to complete the connection works at the weekend or during the evening which is more expensive, however if you are able to wait until the next school holiday we can sometimes provide the connections during normal weekday hours which is cheaper.
- Type of traffic management required – if the road is quieter or if we do not need to work in the highway the charges are likely to be cheaper, if we need a road closure (often as the road is too narrow to use traffic lights) or to use manual control on traffic lights because the road is busy this will make the charges more expensive.

Worked examples

Please note that the charges shown below relate to the water services that we provide. We will also include sewerage charges (infrastructure and income offset) on behalf of the sewerage provider in your area (either Severn Trent Water or Anglian Water). We have not included the sewerage charges in these examples so that you can see our charges only however the sewerage charges can be seen in the summary table earlier within section 6 of this document.

Single short connection in unmade ground

Based on:

- Length of connection: 3m
- Ground: unmade
- Pipe diameter: 25mm
- Traffic management and council costs: none
- Working hours: normal weekday working hours

Single connection – short		**2026/27 charges**
Application fee (exc. VAT)		£193.00
Service connections charge	Connection including 2m pipework	£598.27
	1m additional pipework	£257.87
	Meter	£45.91
Infrastructure charge (water only)		£487.00
Environmental component (water only)		£21.00
Total		£1,603.05

Single short connection in the highway with traffic lights

Based on:

- Length of connection: 4m
- Ground: made
- Pipe diameter: 25mm
- Traffic management: two way lights (no manual control)
- Council costs: permit (non-sensitive area)
- Working hours: normal weekday working hours

Single connection – short		2026/27 charges
Application fee (exc. VAT)		£193.00
Service connections charge	Connection including 2m pipework	£1,626.40
	2m additional pipework (2 x £473.29)	£946.58
	Meter	£45.91
	Traffic management – two way lights (included in core charges above)	£0.00
	Council permit (example fee)	£45.00
Infrastructure charge (water only)		£487.00
Environmental component (water only)		£21.00
Total		£3,364.89

The charges above reflect the core charges that you can expect as a minimum. Depending on the specific scenario we might also need to include additional charges, most commonly these include charges such as:

- Road plates (to maintain road/pavement access during the works): £114.07 per day
- Mini digger (depending on the size and weight required): £149.86 - £727.74 per day
- Dumper and grab vehicles (to store and transport material): £208.47 per day and £1,217.68 per day respectively
- Vacuum excavation (to excavate ground which includes obstructions such as other utilities): £2,238.51 per day.

Single long connection in the highway with a road closure

Based on:

- Length of connection: 10m
- Ground: made
- Pipe diameter: 25mm
- Traffic management: diversion (for closure)
- Council costs: permit and closure
- Working hours: normal weekday working hours

Single connection – short		2026/27 charges
Application fee (exc. VAT)		£193.00
Service connections charge	Connection including 2m pipework	£1,626.40
	8m additional pipework (8 x £473.29)	£3,786.32
	Meter	£45.91
	Traffic management – diversion	£1,471.68
	Daily diversion charge (3 x £39.88)	£119.64
	Advanced warning signs	£101.59
	Council permit (example fee)	£45.00
	Council road closure (example cost – these can vary across councils)	£3,000.00
Infrastructure charge (water only)		£487.00
Environmental component (water only)		£21.00
Total		£10,897.54

The charges above reflect the core charges that you can expect as a minimum. Depending on the specific scenario we might also need to include additional charges, most commonly these include charges such as:

- Road plates (to maintain road/pavement access during the works): £114.07 per day
- Mini digger (depending on the size and weight required): £149.86 - £727.74 per day
- Dumper and grab vehicles (to store and transport material): £208.47 per day and £1,217.68 per day respectively
- Vacuum excavation (to excavate ground which includes obstructions such as other utilities): £2,238.51 per day.

If you would like more information on our charges our published Charging Arrangement document can be found here: https://www.south-staffs-water.co.uk/media/ucophlkp/developer-services-charging-arrangements-2026-27.pdf.

7. Water efficiency scheme

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 process[1]

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/

8. 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	South Staffs Water
90 Fulbourn Road	Green Lane
Cambridge	Walsall
CB1 9JN	WS2 7PD

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

9. 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: 08:30 – 16:30 Email: CamNetDev@south-staffs-water.co.uk Website: www.cambridge-water.co.uk/developers
Asset map requests	Email: mapenquiries@south-staffs-water.co.uk

Sewerage	Anglian Water Lancaster House Lancaster Way Ermine Business Park Huntingdon PE29 6YJ Phone: 0345 60 66 087 Website: www.anglianwater.co.uk/developers/

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

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/