



South Staffs Water



Cambridge Water

New Appointments and Variations (NAV) Connections User Guide

April 2023

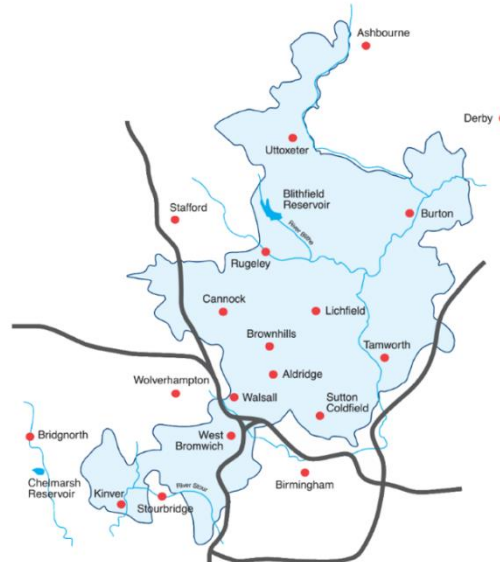
About South Staffs and Cambridge Water

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

Cambridge region (CWC)



South Staffs region (SSW)



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Abbreviations

ACS	Annual Contestable Summary
CWC	Cambridge Water Company
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 within their licensed boundary.

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/3784/sst-annual-contestability-summary.pdf) (<https://www.south-staffs-water.co.uk/media/3784/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.

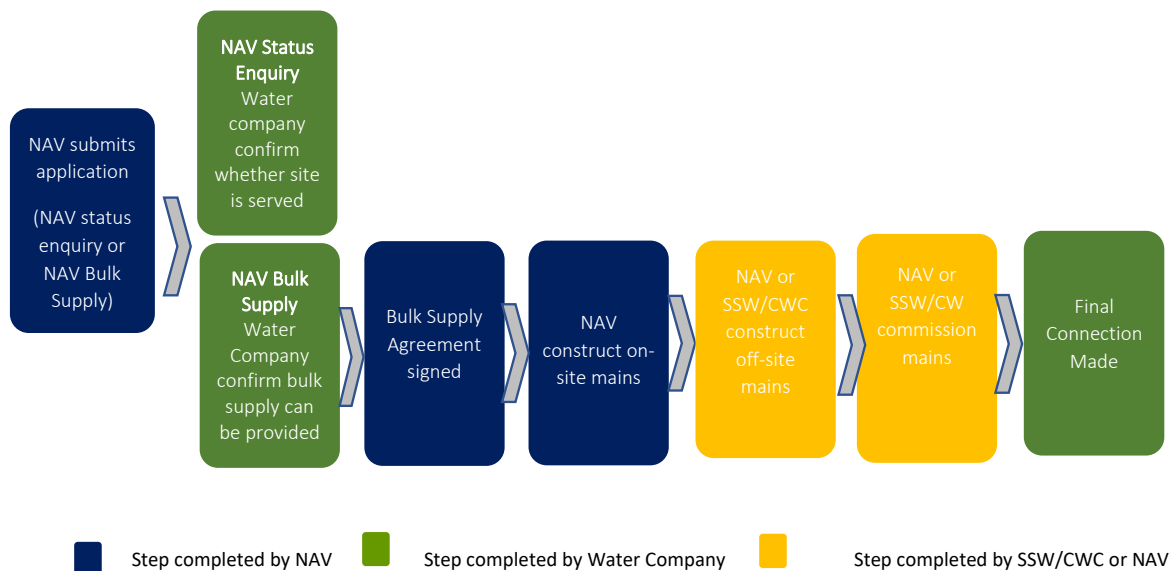
3. The NAV Process

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 activities 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](https://www.cambridge-water.co.uk/media/3271/nav-form-cam.pdf) can be found on our website (<https://www.cambridge-water.co.uk/media/3271/nav-form-cam.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

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

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

Step 1 Submit Self Lay Application Form with supporting information and application fee (Acknowledgement sent within 5 days)	On the application form indicate that the type of application is 'NAV Bulk Supply'. Provide details requested in all Sections of the application form and the requested application fee.
Step 2 SSW / CWC will issue a bulk supply letter offer (Offer will be sent within 28 days)	We will issue a bulk supply offer letter which will confirm the final point(s) of connection and the cost for the connection. 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. Please note that the quote provided is valid for 12 months.
Step 3 NAV confirms they want to proceed with bulk supply and pays quoted costs	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. 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.
Step 4 SSW / CWC will issue a Bulk Supply Agreement (within 28 days)	We will issue a signed Bulk Supply Agreement which will include: - Summary of costs and charges - Number of properties to be served - Requirements of supply - Design drawing of the final connection point(s)

Step 5 NAV returns signed Bulk Supply Agreement (we will confirm receipt of agreement within 5 days)	You will need to sign and return the Bulk Supply Agreement to us at one of the following email addresses: • Cambridge Water - camnetdev@south-staffs-water.co.uk • South staffs Water - developerservices@south-staffs-water.co.uk
Step 6 NAV Or SSW/CWC construct infrastructure (within 90 days)	

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.cambridge-water.co.uk/media/3145/sst-design-and-construction-specification-final.pdf) (<https://www.cambridge-water.co.uk/media/3145/sst-design-and-construction-specification-final.pdf>).

Usually, the NAV or SLP will complete the commissioning of the 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 to enable commissioning.

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

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

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.cambridge-water.co.uk/media/3145/sst-design-and-construction-specification-final.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.

Step 5 NAV to flush and disinfect (chlorinate) mains and take water quality samples	Water quality sampling should be in line with our Design and Construction specification (https://www.cambridge-water.co.uk/media/3145/sst-design-and-construction-specification-final.pdf) and test for the following: residual chlorine, qualitative odour, coliform bacteria, E. Coli, turbidity, iron, conductivity, pH and appearance (particulates & clarity). 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.
Step 6 We will review the sample results and confirm if the new mains have met the sample requirements	If defects are identified, the NAV will need to remedy any identified defects and repeat Step 5. 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. Any outstanding defects should be resolved prior to Final Connection.
Step 7 We will approve and confirm the date of the final connection to the Source of Water (Final Connection Point) (within 14 days)	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.

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.

All fees and some worked examples are included in our annual [Charging Arrangement document](https://www.south-staffs-water.co.uk/media/3552/developer-services-charging-arrangements-310121-final.pdf) (<https://www.south-staffs-water.co.uk/media/3552/developer-services-charging-arrangements-310121-final.pdf>).

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.

Type of Application	What is the charge for?	Cost (£)
NAV site status enquiry	✓ Review of application ✓ Confirmation if site is served by us	£56.32
NAV bulk supply	✓ Review of application ✓ Details of any point of connection(s) ✓ Pressure / capacity of connection point ✓ Confirmation if site is served or unserved ✓ Value of income offset ✓ Confirmation of any infrastructure 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)	£480.38

4.2 Bulk Supply Offer Letter

Cost on Quote	What is the charge for?	Payable									
Estimated cost for providing off-site infrastructure	This cost will include all construction costs to complete the final connection(s) and any off-site mains laying. 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.	In advance of completing the connection works									
Infrastructure Charges	Water and Sewerage Infrastructure charges A water and sewerage cost for each new property connected is charged and 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. <table border="1"> <thead> <tr> <th></th><th>SSW (£)</th><th>CWC (£)</th></tr> </thead> <tbody> <tr> <td>Water</td><td>£305</td><td>£305</td></tr> <tr> <td>Sewerage</td><td>Refer to Severn Trent Water charges</td><td>Refer to Anglian Water charges</td></tr> </tbody> </table>		SSW (£)	CWC (£)	Water	£305	£305	Sewerage	Refer to Severn Trent Water charges	Refer to Anglian Water charges	Payment made following connection of properties
	SSW (£)	CWC (£)									
Water	£305	£305									
Sewerage	Refer to Severn Trent Water charges	Refer to Anglian Water charges									
Income offset Charge	Water and Sewerage Income Offset Rebates We provide a rebate back to developer customers to take account of future revenue that we will receive from newly connected properties. If you are converting an existing connection into a new connection income offset will not be applied. <table border="1"> <thead> <tr> <th></th><th>SSW (£)</th><th>CWC (£)</th></tr> </thead> <tbody> <tr> <td>Water</td><td>£940.29</td><td>£940.29</td></tr> </tbody> </table>		SSW (£)	CWC (£)	Water	£940.29	£940.29	Payment made following connection of properties			
	SSW (£)	CWC (£)									
Water	£940.29	£940.29									

4.3 How do I pay?

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.

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.

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

Cambridge region - Sewerage

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

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

South Staffs region - Sewerage

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