

# NAV WELCOME PACK

2025/2026



# ST & HD NAV PROCESS STEPS



### Site Serve Status Application

If confirmation is required of the status of a site to support your application under the “unserved” criteria we require:

- Applications should be sent to [new.connections@severntrent.co.uk](mailto:new.connections@severntrent.co.uk).
- A plan showing the site boundary on an OS background, stating the services requiring assessment (i.e water, wastewater, surface water)
- Brownfield development sites will require confirmation of any existing premises within the proposed NAV boundary along with details of the bill recipient and disconnection plans. No fee required.
- We will undertake a check of our records and respond within 21 days.

### Things to note:

- You will receive a sites served status letter as part of your Pre-Development Enquiry or Mains application, therefore you may not need to request a standalone site serve prior to making your other applications
- If a served status is issued, further evidence will be required to show the property has been disconnected and demolished before an ‘unserved’ status can be issued
- These site served status letters are valid for a period of 6 months

### Request a copy of the Water and Sewer network plan

Prior to any development work being started you can request an instant download of our existing mains and sewerage network plans. Charges are applicable. Alternatively, you can view our maps free of charge, by appointment only by visiting the Severn Trent Centre.

Plans are provided with all other application types; therefore, you may not need to request a plan.



# PRE-DEVELOPMENT ENQUIRY APPLICATION

## Enquiry or POC/POD

Contact - [new.connections@severntrent.co.uk](mailto:new.connections@severntrent.co.uk)

The NAV Application Form is the most efficient way of processing an enquiry (**Point of connection/Point of discharge enquiries**) a fee does apply

### What do we require as part of this application?

- Applications should be sent to [new.connections@severntrent.co.uk](mailto:new.connections@severntrent.co.uk).
- The fee that is applicable
- Site Boundary information with marked site entrance
- The number of properties to be built
- The flow rates required – including if this is a pumped solution

### Our response to the initial enquiry will include:-

- A site plan, showing the location of any Severn Trent Water assets within the site area
- The served or unserved status of any properties we are aware of within the site boundary
- The recommended point of connection to the Severn Trent Water and/or Waste Network including the pipe diameter
- The Maximum and Minimum water pressure at the point of connection for Water applications, given the demand from the NAV area which is detailed in the Initial Enquiry Application form
- A plan showing the pipework which will be required to provide water to the point of connection along with a budgetary estimate of the cost of this work



[www.severntrent.co.uk](http://www.severntrent.co.uk)

# REQUEST FOR BULK SUPPLY/ DISCHARGE AGREEMENT(S)

**BSA's & BDA's**

Contact - [NAVenquiries@severntrent.co.uk](mailto:NAVenquiries@severntrent.co.uk)

The request for us to start drafting a Bulk Supply/Discharge Agreement is to be sent via email to [NAVenquiries@severntrent.co.uk](mailto:NAVenquiries@severntrent.co.uk) - You will receive an acknowledgement within 5 days of your request.

## What do we need to be able to draft an agreement?

**\*You must provide the ref No.**

- A **Site served\*** assessment issued within the last 6 months
- A point of connection **Enquiry\*** issued within the last 6 months or an ongoing **Mains application\***
- A point of discharge **Enquiry\*** issued within the last 6 months or an ongoing **s106 application\*** (fees apply to the s106)
- The expected flows for POD's and advise if these will have a pumping station
- Red line boundary drawing for the Water/Waste area you wish to adopt
- Full breakdown of plot information i.e. number of Flats, Terraced, Semi-detached and Detached

We will draft the agreement and send it to you in PDF format via email within 14 days

## What do you need to do next?

- Arrange for this to be signed (please do not use docuSign)
- Email the signed draft agreement back to us

You will receive an acknowledgement of your signed agreement within 5 days, the STW signed agreement will be sent back to you within 28 days.

## Why does this take 28 days?

- Each agreement must be approved by 2 Directors
- Upon receipt of the 2 approvals, it will be sent to our Chief Financial Officer for STW signature



Please ensure all sites are correctly vetted prior to signature stage as revising Bulk Agreements is time consuming and unproductive

# APPLICATION FOR SOURCE OF WATER/MAINS AGREEMENT

## SOW / Mains

Contact - [new.connections@severntrent.co.uk](mailto:new.connections@severntrent.co.uk)

The request for us to create the agreement is to be sent via email to [NAVDesign@severntrent.co.uk](mailto:NAVDesign@severntrent.co.uk)- You will receive an acknowledgement within 5 business days of your request. We will confirm completeness of the information provided.

### What do we need to create the agreement?

- Applications should be sent to [new.connections@severntrent.co.uk](mailto:new.connections@severntrent.co.uk).
- The fee that is applicable
- Site Boundary information with marked site entrance
- GI report or confirmation of barrier pipe
- DWG CAD drawing showing the outline
- Phasing information
- Environmental Discount Evidence (Should you wish to apply for this)

Where an initial enquiry response letter has been issued previously, we will provide a copy of our standard mains agreement with site details appended, within 28 days for sites of less than 500 properties and within 42 days for sites with more than 500 properties.

### What do you need to do next?

- The agreement should be signed by the applicant and returned to us – including acceptance form &or WAA.

We will acknowledge receipt within 5 days and request payment of the bulk connection charges associated with the agreement.

### Things to note:

- Mains agreements are valid for 6 months prior to being accepted, signed and paid
- The construction or pre site meetings will not commence until acceptance and payment is received
- The signatory will be accountable for all infrastructure charges and service fees associated with the development



# REQUEST FOR CONNECTION & COMMISSIONING

## Construction

Contact - [navdesign@severntrent.co.uk](mailto:navdesign@severntrent.co.uk)  
(or your appointed project manager - CPM)

Link for → [Construction contacts](#)

### Source of Water Installation

When payment has been received and the Acceptance Form is completed, a Construction Project Manager (CPM) will be assigned to the project. The CPM will work with the NAV to develop a plan of works for the connection of the source of water (SOW) and to ensure that the connection is made in good time. Our service level agreement (SLA) to complete connection is 90 days, however if more time is required, we can agree a mutually convenient date with written confirmation from yourselves. This part of the process will complete the physical connection and commissioning of the SOW as agreed.

[navdesign@severntrent.co.uk](mailto:navdesign@severntrent.co.uk)

### Initial Connection

Before the initial back-to-back connection can be made, the NAV or SLP must provide the pressure test, Chlorination report and sample results. We will review and confirm permission to connect within 14 days.

[navenquiries@severntrent.co.uk](mailto:navenquiries@severntrent.co.uk)

### Adoption

The Adoption of assets will be conducted on a case-by-case basis. We normally only adopt assets which meet our usual criteria and are outside of the NAV site boundary but within our area for the service provision (Water supply or Wastewater Services). We will not normally adopt assets inside the site boundary of the NAV, this includes pumping stations and other infrastructure which may be required to serve all the plots within the NAV boundary.

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# ONGOING BILLING & WORKING RELATIONSHIPS

Following the Source of Water Connection and NAV bulk meter set up (meter installed at our cost) we will arrange for the Bulk services provided to be charged for monthly. Developer services will hand over your site to the Wholesale Market Unit (WMU) department within Severn Trent to create a billing account for each site.

WMU will work directly with NAV organisations to develop an appropriate billing methodology for those sites.

[bulkbillingandwholesalerbillingenquires@severntrent.co.uk](mailto:bulkbillingandwholesalerbillingenquires@severntrent.co.uk)

As part of our working relationship, we want to continue to keep all communication channels open.

We will set up Bi-Weekly or monthly catch-up calls, these ensure all stakeholders are engaged and gives both parties the opportunity to discuss more complex queries and future developments.

## Data that must be shared monthly: -

- Site names
- Property types i.e. Flat, Terrace, Semi Detached, Detached
- Plot number
- Postal address
- Meter installation date
- Meter serial numbers (if applicable)

The data provided must be no older than **38 days**. A Lag in data being received impacts our ability to report to the regulator effectively, forecast our connections and invoice you promptly. **i.e. A connection on the 1<sup>st</sup> of March to be promoted no later than April 7<sup>th</sup>.**





# KEY CONTACTS

	Emergency / Operational issues	0800 783 4444	
Apps	All application forms	<a href="mailto:new.connections@severntrent.co.uk">new.connections@severntrent.co.uk</a>	
Queries	NAV Process queries	<a href="mailto:navenquiries@severntrent.co.uk">navenquiries@severntrent.co.uk</a>	
	NAV Design queries	<a href="mailto:navdesign@severntrent.co.uk">navdesign@severntrent.co.uk</a>	
	Bulk Billing queries (WMU)	<a href="mailto:bulkbillingandwholesalerbillingenquires@severntrent.co.uk">bulkbillingandwholesalerbillingenquires@severntrent.co.uk</a>	
Managers	Customer manager	<a href="mailto:eve.jamieson@severntrent.co.uk">eve.jamieson@severntrent.co.uk</a>	07929 783 010
	Design Manager	<a href="mailto:jonathan.perks@severntrent.co.uk">jonathan.perks@severntrent.co.uk</a>	07973 885 333
	Construction Manager	<a href="mailto:christian.leech@severntrent.co.uk">christian.leech@severntrent.co.uk</a>	07971 367 285
Escalations	NAV Operations Manager	<a href="mailto:jamie.turner@severntrent.co.uk">jamie.turner@severntrent.co.uk</a>	07919 299 230

WONDERFUL ON TAP

