








Utilities Report

Utility Type

	Electricity	STATUS: AFFECTED NUMBER AFFECTED: 2
	Gas	STATUS: NOT AFFECTED NUMBER AFFECTED: 0
	Water & Sewerage	STATUS: AFFECTED NUMBER AFFECTED: 1
	Telecoms	STATUS: AFFECTED NUMBER AFFECTED: 2
	Other	STATUS: AFFECTED NUMBER AFFECTED: 2

Total Number of Utility Companies Contacted: 16

Report Information

	Works Description: Development Appraisal
	Batch: B Responses Received: 14/16

Status: Awaiting Further Responses

This report is issued for the site described as:
Site off Jerusalem Terrace, Hugh Town

Report Number:
253722

National Grid Reference:
1 90132 10639; 2 90141 10640; 3 90143 10619; 4 90138 10630;

Customer Reference:
387323868_1

Report Date:
04/11/2025

CONTACT DETAILS

If you require any assistance, please contact our customer services team on:

0330 036 6619

or by email at:

helpdesk@landmark.co.uk

Utilities Report



Understanding this report

We have asked a comprehensive list of Utility companies whether they have any apparatus or underground services in the vicinity of the site.

Report Summary

The table provides a breakdown of the number of responses received by utility category; however, it must be noted that some utility companies provide services across multiple categories. As a result, the total number of responses gathered will often be greater than the total number of utility companies contacted.

Location Map

This shows the plan that was dispatched to the Utility companies. The companies have been asked to return information on the area outlined, which will encompass your chosen site.

Request Status Report

This will confirm the current status of the information requests. We list which responses we have received and whether the company is affected. The Status Report will be divided into the following sections.

Affected Utilities – We have received plans/information

No Response Received – We are still awaiting a full response

Not affected Utilities – We have received a not affected/no plant present response

Responses

Affected responses are listed by company. Any responses from companies confirming they are not affected are provided at the back of the report for your records.

'Awaiting Further Responses' or 'Pack Complete'?

We do not include Local Authority requests when indicating if the pack is 'Complete' or 'Awaiting Further Responses' as Local Authorities are not obliged to reply to these enquiries.

The local authority for the area is contacted to see if they have any council owned property that may be affected by works. In general, these plant enquiries go to the highways department for responses regarding street lighting and drainage. However, the responses we receive can vary each time depending on resources available at the council and we often don't receive replies from local authorities at all

Utilities Report



Landmark Utilities Report Service PAS 128 Statement

Prepared for: Landmark Information Group Ltd
Practitioner: AtkinsRéalis
Report Number: 253722
Client Reference: 387323868_1
Site Name: Site off Jerusalem Terrace, Hugh Town
Date of Order: 07/10/2025
Date of Issue: 04/11/2025

Thank you for using our Utility Report Service.

This report has been completed in accordance with the standards defined under Survey Category D of PAS128, a Publicly Available Specification for underground utility detection, verification and location published by the British Standards Institution.

Positional accuracy of plant is not guaranteed from information presented in a desktop search alone and the location of underground utilities should be verified through other means prior to breaking ground.

Information relating to the presence of Radio Frequency Identification Devices (RFIDs) has been requested from relevant utility companies or taken from mapping systems where available.

Utility companies who have not responded to enquiries are referenced on the enclosed Status Report accordingly. Their response will be chased and forwarded on for a period of up to four working weeks. Whilst we cannot guarantee that a utility company will respond to our enquiries, we endeavour to obtain responses from those that have not responded.

Any responses contained within this report have been obtained between the start date of the order and the date of issue. The validity period of each response is subject to individual asset owners. Where not conveyed on each response, it is the client's responsibility to determine the validity period of each response.

If you want to discuss your report further with us, please contact Landmark Customer Services.

Utilities Report



Search data map



Please ensure that search data covers the COMPLETE AREA within the boundary lines on this map. This is marked by —

Landmark will not be held responsible for any incident or accident arising from the use of the information associated with this particular Statutory Search. The details provided are given in good faith, but no liability whatsoever can be accepted in respect thereof.

Client Reference:
387323868_1

Route:
Site off Jerusalem Terrace, Hugh Town

Postcode:
TR21 0JH

OSGR:
90138 10629

Check by:
PS

Utilities Report



Request Status Report

Route:
Site off Jerusalem Terrace, Hugh
Town

Postcode:
TR21 0JH

OSGR:
90138 10629

Date Requested:
07/10/2025

Client Reference:
387323868_1

Report Number:
253722

Checked and Validated By:
EA

Validation Date:
04/11/2025

Affected Utilities

We have received plans/information from the following companies. Please see the enclosed response.

Utility	Category	Date Issued	Notes
Environment Agency	Environment Agency	31/10/2025	
LinesearchbeforeUdig	Other	31/10/2025	
National Grid Electricity Distribution	Electricity, Telecom	31/10/2025	
Openreach - [British Telecommunications]	Telecom	31/10/2025	
South West Water	Sewerage, Water Supply	04/11/2025	Supplied in Batch B
Utility Assets	Electricity	31/10/2025	

No Response Received

We are still awaiting a full response from the following companies.

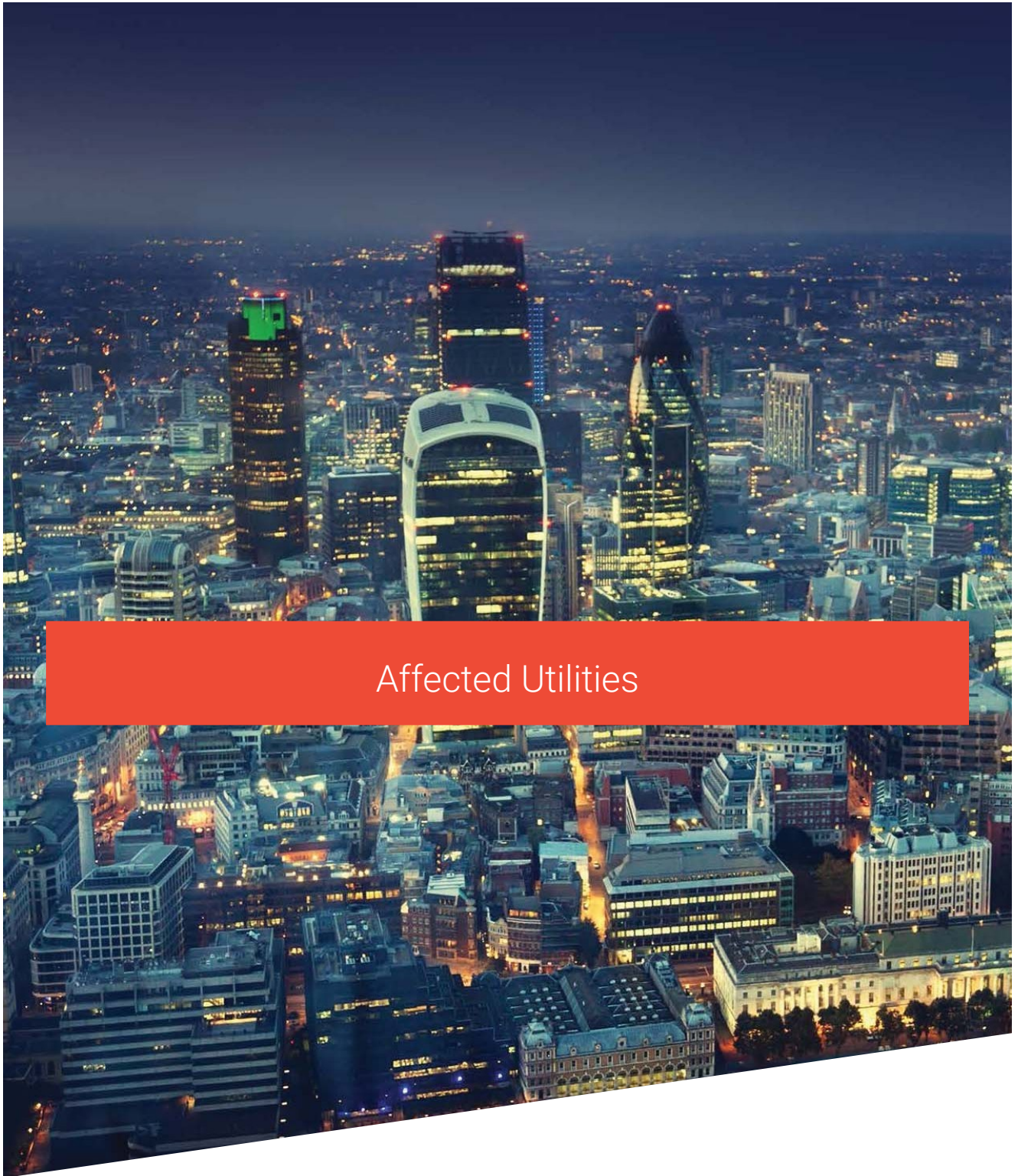
Utility	Category	Date Issued	Notes
Isles of Scilly Council	Council, Sewerage, Water Supply		
Virgin Media	Telecom		

Utilities Report

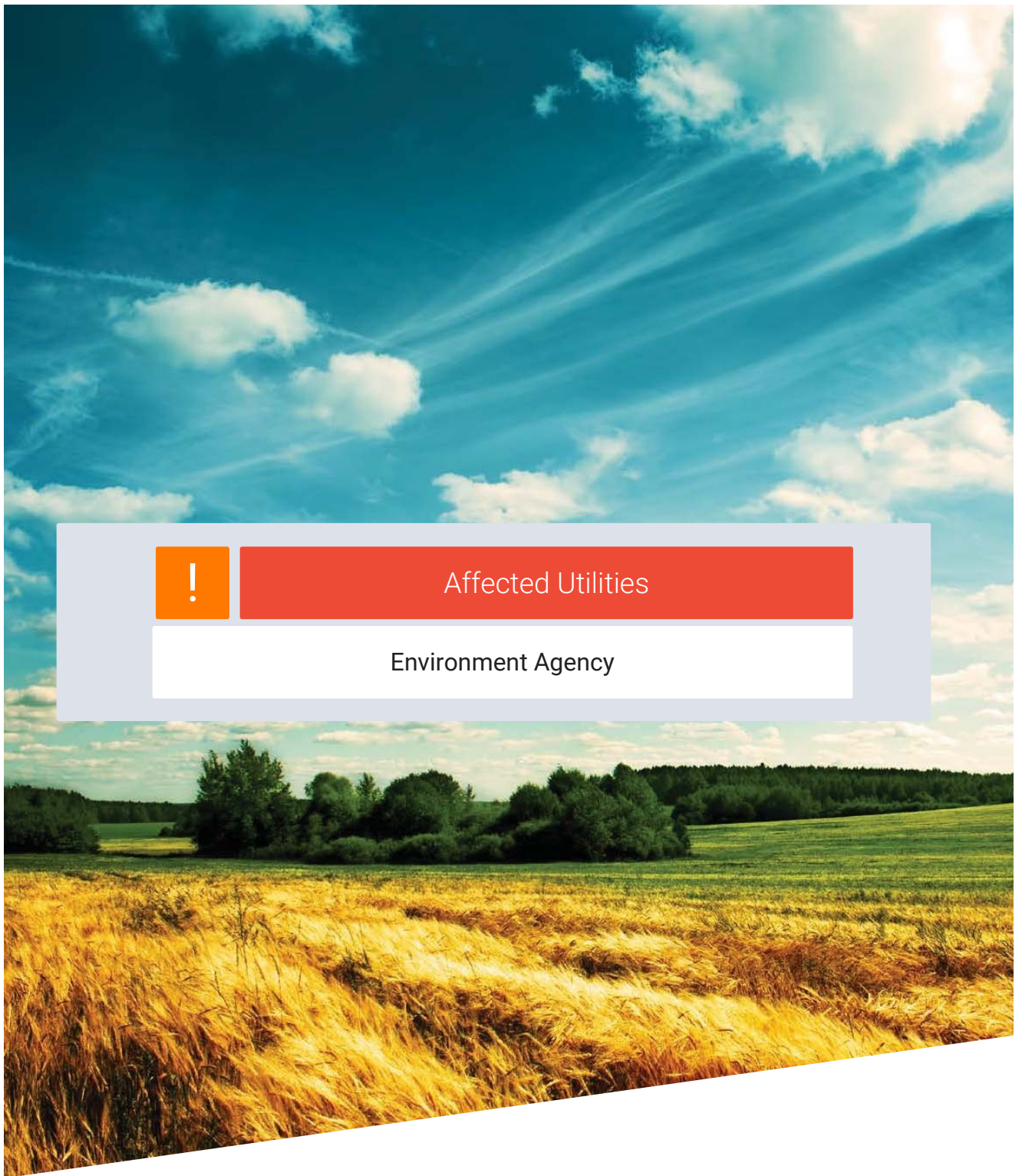
Not Affected Utilities

We have received a not affected/no plant present response from the following companies.

Utility	Category	Date Issued	Notes
CityFibre	Telecom	31/10/2025	
GTC	Electricity, Gas, Telecom, Water Supply	31/10/2025	
Network Rail	Rail	31/10/2025	
OCU Group	Telecom	31/10/2025	
SKY Telecommunications Services	Telecom	31/10/2025	
Verizon	Telecom	31/10/2025	
Vodafone	Telecom	31/10/2025	
Wales and West Utilities	Gas	31/10/2025	



Affected Utilities



Affected Utilities

Environment Agency

From: enquiries@environment-agency.gov.uk
To: requests.utilitysolutions@atkinsrealis.com
Sent: 2025-10-08T10:12:22+00:00
Subject: RE: Plant Enquiry - 253722 - Site off Jerusalem Terrace, Hugh Town - Please respond by 30/10/2025

Hello there,

Thank you for contacting the Environment Agency.

Although the Environment Agency is classed as a statutory undertaker for certain purposes, we do not generally have plant equipment, or pipelines situated in the public highway.

As part of our response to the extreme flooding events we have seen in recent months we have made "AIMS Spatial Flood Defences including standardised attributes", and "Spatial Flood Defences without standardised attributes" – Open Data available. These can be accessed by the following link:

[Results for "Spatial Flood Defences" - data.gov.uk](#)

It is the only dataset in England that shows flood defences currently owned, managed or inspected by the Environment Agency. You can check if any of these would affect any works carried out by yourselves. You no longer need to send them to us to check on your behalf.

The dataset below shows the (approximate) location of all current sites used for monitoring water quantity, including groundwater, rivers, lakes, estuaries and rainfall. Monitoring points is all open data and can be downloaded here:

[Hydrometric Monitoring Points - data.gov.uk](#)

Additionally, you can access interactive maps showing all Environment Agency operated assets, and all our monitoring points at the links below:

[Asset Information and Maintenance Programme \(data.gov.uk\)](#)

[Hydrology Data Explorer - Explore](#)

You may need an environmental permit if you intend to carry out work in, under, over or near to a main river flood or sea defence. Flood Defence Consents now fall under the new Environmental Permitting (England and Wales) Regulations 2016 system (EPR). You can access an interactive map showing main rivers below:

[Statutory Main River Map \(data.gov.uk\)](#)

You may need an environmental permit for flood risk activities if you want to do work in, under, over or within 8 metres from the 'fluvial' river and from any flood defence structure or culvert or 16m from the 'tidal' river and from any flood defence structure or culvert or any activity within 16 metres of the base of a sea defence which is likely to endanger the stability of, cause damage to, reduce the effectiveness of that sea defence, or interfere with the regulator's access to or along that sea defence.

The EPR is a risk-based framework that enables us to focus regulatory effort towards activities with highest flood or environmental risk. Lower risk activities will be excluded or exempt, and only higher risk activities will require a permit. Your proposed works may fall under one or more of the below:

- 'Exemption'
- 'Exclusion'
- 'Standard Risks Permit'

- 'Bespoke permit'

New forms and further information can be found at:

[Flood risk activities: environmental permits - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/flood-risk-activities-environmental-permits)

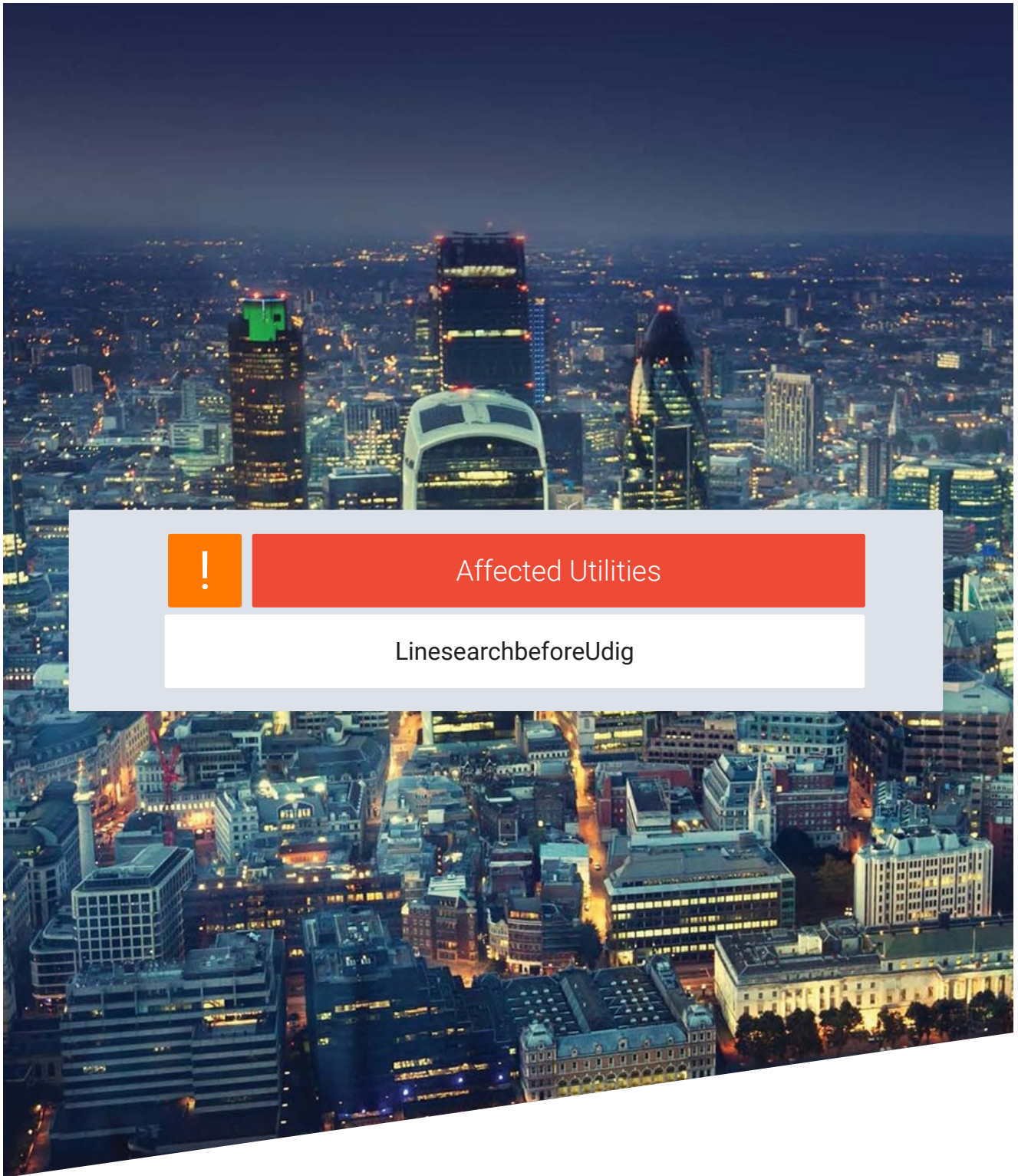
You are breaking the law if you carry out these activities without a permit unless you are exempt.

If you have any queries, please contact our National Customer Contact Centre. They will then be able to tell you the classification of your application, the fee associated with your application, and how to proceed forward. They can be contacted by email: floodriskactivity@environment-agency.gov.uk

We have drafted this reply without conducting a specific search of our records. We ask that you make the necessary checks and if you have reason to think that your proposal will affect land or equipment which we own or is close to a watercourse as defined above, please resubmit your enquiry making this clear in your reply.

Thank you for taking the time to consult us on this matter.

Kind regards,
Adam



Enquirer

Name	Mr Ben Evans	Phone	01454662086
Company	Atkins - Utility Solutions	Mobile	Not Supplied
Address	The Hub Aztec West Almondsbury Bristol BS32 4RZ		
Email	requests.utilitysolutions@atkinsrealis.com		

Enquiry Details

Enquiry type	Initial Enquiry
Work category	Utility Works
Work type	Single excavations site (deeper than 1.5m)
Work type buffer*	50 metres
Start date	09/10/2025
End date	09/10/2025
Scheme/Reference	253722/SuC
Search location	XY= 90138, 10629
Confirmed location	90140 10635
Site size	1154 metres square
Site Contact Name	Not Supplied
Site Phone No.	Not Supplied
Description of Works	

* The WORK TYPE BUFFER is a distance added to your search area based on the Work type you have chosen.

Site Map



Please note that the above map only displays the location of the proposed work site and will not display any of the Members' pipes and cables. It is imperative that this area accurately reflects the proposed work site.

Affected LSBUD members

(LSBUD Members who have assets registered on LSBUD within the vicinity of your search area.)

Do not proceed until all Members listed below have confirmed that your works can continue.

Asset Owner	Phone/Email	Emergency Only	Status
National Grid Electricity Distribution	08000963080	08006783105	Await response
Wales and West Utilities	02920278912	0800111999	Await response

Status explanation

Await Response means that the asset owner will contact you. This is typically by sending the plan response but they may ask for further information before being able to do so, particularly if any payments or authorisations are required.

Email Additional Info means that the asset owner needs further information about your works to assess your enquiry before providing a response. Please provide any details you have available including plans, method statements etc. if available.

Important notices

It is very important that you correctly understand what the service does and the procedures in order for you to work safely. Please refer to the LSBUD Support Page (www.lsbud.co.uk/lineasearchbeforeudig-support) for further guidance.

This information includes how to provide additional information to the LSBUD Members who request it to provide a response to your enquiry.

Validity and search criteria. The results of this enquiry are based on the confirmed information you entered and are valid only as at the date and time of the enquiry. It is your responsibility to ensure that the Enquiry Details are correct, and LineasearchbeforeUdig (LSBUD) accepts no responsibility for any errors or omissions in the Enquiry Details or any consequences thereof. LSBUD Members update their asset information on a regular basis so you are advised to consider this when undertaking any works. It is your responsibility to choose the period of time after which you need to resubmit any enquiry but the maximum time (after which your enquiry will no longer be dealt with by the LSBUD Helpdesk and LSBUD Members) is 28 days. If any details of the enquiry change, particularly including, but not limited to, the location of the work, then a further enquiry must be made.

Terms and Conditions. Please note that this enquiry is subject always to our standard terms and conditions available at www.lsbud.co.uk ("Terms of Use") and the disclaimer at the end of this document. Please note that in the event of any conflict or ambiguity between the terms of this Enquiry Confirmation and the Terms of Use, the Terms of Use shall take precedence.

List of not affected LSBUD members (LSBUD Members who do not have assets registered on the LSBUD service within the vicinity of your search area.)

Advanced Electricity Networks	Air Products PLC	AllPoints Fibre
Angus Energy	AWE Pipeline	B & D Energy Limited
Bakkafrost Scotland Limited	Balfour Beatty Investments Limited	BOC Limited (A Member of the Linde Group)
Box Broadband	BP Exploration Operating Company Limited	BPA
Burwell 11 Solar Limited	Cadent Gas	Cambridge Water
Cambridgeshire County Council Climate Change and Energy Services	CATS Pipeline c/o Wood Group PSN	Cemex
Centrica Storage Ltd	CNG Services Ltd	Concept Solutions People Ltd
ConocoPhillips (UK) Teesside Operator Ltd	D.S.Smith	Diamond Transmission Corporation
DIO (MOD Live Pipelines)	Drax Power Limited	Eden Estuary Energy Limited
EDF Energy Renewables Ltd	EET Fuels	EirGrid
Eleclink Limited	Electricity North West Limited	Energy Assets Networks
ENI & Himor c/o Penspen Ltd	EnQuest Heather Ltd	EP Langage Limited
ESB CCGT Power station (Carrington Gas Pipeline)	ESP Utilities Group	Esso Petroleum Company Limited
euNetworks Fiber UK Ltd	EXA Infrastructure	Exolum Pipeline System
Fulcrum Electricity Assets Limited	Fulcrum Pipelines Limited	G.Network Communication Ltd c/o JSM Group Ltd
Gamma	Gas Networks Ireland (UK)	Gateshead Energy Company
Gigaclear Ltd	Greenlink Interconnector Ltd	Harbour Energy
Heathrow Airport LTD	Humbly Grove Energy	IGas Energy
Impala Terminals Infrastructure Ltd	Indigo Networks	INEOS FPS Pipelines
INEOS Manufacturing (Scotland and TSEP)	INOVYN ChlorVinyls Limited	INOVYN Enterprises Limited
Intergen (Coryton Energy or Spalding Energy)	Kensa Utilities	Last Mile
Liverpool City Region Connect	Mainline Pipelines Limited	Manchester Jetline Limited
Manx Cable Company	Marchwood Power Ltd (Gas Pipeline)	Melbourn Solar Limited
MUA Group Limited	Mutual Energy	National Gas Transmission
National Grid Electricity Transmission	National Grid Ventures	Neos Networks
Northern Gas Networks Limited	Northumbrian Water Group	NPower CHP Pipelines
NTT Global Data Centers EMEA UK Ltd	NYnet Ltd	Ogi
Oikos Storage Limited	Ørsted	Palm Paper Ltd
Perenco UK Limited (Purbeck Southampton Pipeline)	Petroineos	Phillips 66
Portsmouth Water	Redundant Pipelines - LPDA	RWE - Great Yarmouth Pipeline (Bacton to Great Yarmouth Power Station)
RWEnpower (Little Barford and South Haven)	SABIC UK Petrochemicals	SAS Utility Services Ltd

Scottish and Southern Electricity Networks	Scottish Power Generation	Seabank Power Ltd
SES Water	SGN	Shell
Shell NOP	South Staffs Water	SP Energy Networks
Spring Fibre Limited	Squire Energy Networks	SSE Generation Ltd
SSE Private Networks / iDNO	SSE Transmission	Storengy
Sutton Bridge Power Generation	Tata Communications (c/o JSM Construction Ltd)	TfL – London Underground HV Cables (Road & Track Side Cables)
toob Limited	Total (Colnbrook) c/o Penspen	Total Finaline Pipelines
Transmission Capital	Trojan Energy Limited	UK Power Distribution
UK Power Networks	Uniper UK Ltd	University of Cambridge Granta Backbone Network
Vattenfall	Veolia ES SELCHP Limited	Veolia ES Sheffield Ltd
Virgin Media O2	Voneus Limited	VPI Power Limited
Welsh Power	West of Duddon Sands Transmission Ltd	West Sussex OpenNetwork (Cooperative National Infrastructure)
Westminster City Council	Winnington CHP Ltd	Zayo Group UK Ltd c/o JSM Group Ltd

Non-LSBUD members (Asset owners not registered on LSBUD)

(The following Non-LSBUD Members may have assets in your search area. It is YOUR RESPONSIBILITY to contact them before proceeding.

Please be aware this list is not exhaustive and it is your responsibility to identify and contact all asset owners within your search area.)

Asset Owner	Preferred contact method	Phone	Status
Bring Energy	nrsua@bringenergy.com	0800 130 3600	Not Notified
BT	https://www.swns.bt.com/pls/mbe/welcome.home	08000232023	Not Notified
CityFibre	asset.team@cityfibre.com	033 3150 7282	Not Notified
Colt	plantenquiries@catelecomuk.com	01227768427	Not Notified
GTC	https://pe.gtc-uk.co.uk/PlantEnqMembership	01359240363	Not Notified
Isles of Scilly Council	planning@scilly.gov.uk	01720424350	Not Notified
Lumen Technologies	plantenquiries@ocugroup.com	02087314613	Not Notified
Mobile Broadband Network Limited	mbnl.plant.enquiries@turntown.com	01212 621 100	Not Notified
Sota	sota.plantenquiries@ocugroup.com		Not Notified
Utility assets Ltd	assetrecords@utilityassets.co.uk		Not Notified
Verizon Business	osp-team@uk.verizonbusiness.com	01293611736	Not Notified
Virgin Media	http://www.digdat.co.uk	08708883116	Not Notified
Vodafone	osm.enquiries@atkinsglobal.com	01454662881	Not Notified

Disclaimer

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The results of this Enquiry are personal to the Enquirer and shall not be shared with or relied upon by any other party. The asset information on which the Enquiry results are based has been provided by LSBUD Members, therefore LSBUD will provide no guarantee that such information is accurate or reliable nor does it monitor such asset information for accuracy and reliability going forward. There may also be asset owners which do not participate in the enquiry service operated by LSBUD, including but not exclusively those set out above. Therefore, LSBUD cannot make any representation or give any guarantee or warranty as to the completeness of the information contained in the enquiry results or accept any responsibility for the accuracy of the mapping images used. LSBUD and its employees, agents and consultants accept no liability (save that nothing in this Enquiry Confirmation excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law) arising in respect thereof or in any other way for errors or omissions including responsibility to any person by reason of negligence.



Affected Utilities

National Grid Electricity Distribution

Our Ref: 38979220 Your Ref: 253722/SuC

Wednesday, 08 October 2025

Ben Evans
The Hub Aztec West
Almondsbury
BST
BS32 4RZ

**National Grid Electricity
Distribution**

Mapping Centre
Toll End Road
Tipton
West Midlands
United Kingdom
DY4 0HH
www.nationalgrid.co.uk

Dear Ben Evans

Thank you for your enquiry dated Wednesday, 08 October 2025

I now enclose a copy of our plan showing existing National Grid Electricity Distribution (NGED) Electricity / National Grid Telecoms (NGT) apparatus in the vicinity of your proposed works. This information is given as a general guide only and its accuracy cannot be guaranteed. Please note that all NGED equipment on site should be assumed to be LIVE until NGED prove otherwise and provide you with confirmation to this effect in writing. Recent additions to our network, or service connections between the main cable and a building or street lamp may not be shown.

Map Response
T 0121 623 9780
Nged.mapresponse
@nationalgrid.co.uk

Damage to underground cables and contact with overhead lines can cause severe injury or may prove fatal. If you are excavating on site in the vicinity of either NGED Electrical apparatus or NGT Telecoms apparatus you must comply with the requirements of the following:-

Health & Safety Executive guidance HS(G)47, Avoiding Danger from underground services.

Work taking place in the vicinity of our plant is also regulated under the:-

Electricity at Work Regulations 1989, Health and Safety Act 1974, CDM Regulations 2015.
Safe working procedures should be defined and practiced

Please ensure that the use of mechanical excavators in the vicinity of our plant is kept to a minimum. NGT Telecoms ducts contain fibre cables, which are expensive to repair. Therefore, extreme care must be taken whilst working in the vicinity of these ducts, hand digging methods being used to determine their precise position.

If there are overhead lines crossing your site and your proposal involves building works which may infringe the clearance to our overhead system then you should call the relevant general enquiries number (see page 2 of this letter) for advice. Where overhead lines cross your site you must comply with the requirements of Health & Safety Executive guidance as laid down in GS6, Avoidance of Danger from Overhead Electric Lines.

National Grid Electricity
Distribution
South West - 02366894
South Wales - 02366985
East Midlands - 02366923
West Midlands - 03600574

Where diversions to NGED apparatus are needed to allow change to occur on site, the cost of these alterations may be charged to the persons responsible for the works.

If you require advice in connection with your proposals please contact the relevant general enquiries number (see page 2 of this letter)

Registered in
England and Wales

Following consultation the local NGED team will where necessary prepare detailed proposals and provide a quotation for any necessary alterations and/or development of our equipment on the site.

Registered Office:
Avonbank
Feeder Road
Bristol
BS2 0TB

This information is given as a guide only and its accuracy cannot be guaranteed. This plan is based on data from our Geographic Information System, which is updated every 24 hours to reflect changes to our network. The information contained in this plan reflects the most recent network GIS data, however changes to the network (including network additions and new service

connections) may not be shown. You are advised to obtain an up to date plan on the date of commencing on-site works.

Yours sincerely
NGED Map Response Team

Contact Us

Emergency or Power Supply issues

In an emergency call 105, 24 hours a day.

General Enquiries

If you have a general enquiry, please contact us using the following information:

Telephone 0800 096 3080

Email nged.info@nationalgrid.co.uk

Mapping Enquiries

If you have an enquiry relating to this letter or the attached map plan, please contact us using the following information:

Telephone 0121 623 9780

Email nged.mapresponse@nationalgrid.co.uk

New Connections

If you require a quotation for a new or increased electricity supply or a cable diversion, please use the General Enquiries information as above or visit:

Website <https://www.nationalgrid.co.uk/my-connection/new-connections>

Wayleaves

If you have a wayleave or property enquiry use the General Enquiries contact information above.

LinesearchbeforeUdig

If you have an enquiry relating to the use of the LinesearchbeforeUdig website please contact LinesearchbeforeUdig using the following information:

Telephone 0345 437 7365

Email enquiries@lsbud.co.uk

Website www.lsbud.co.uk

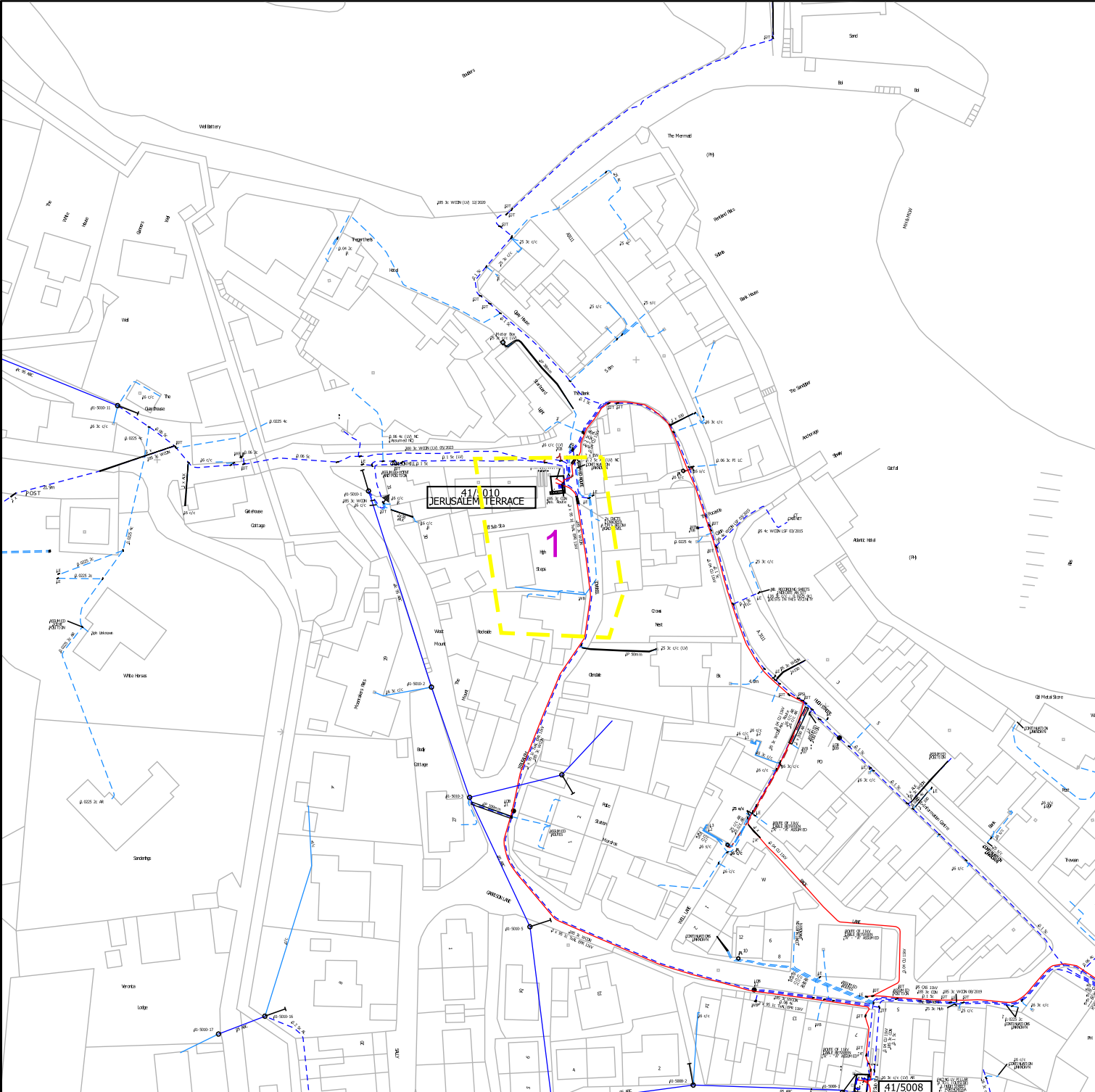
Steps to help keep you safe



- **If you are working within 10 metres of our 33kV, 66kV, 132kV underground electricity cables or within 10 meters of an overhead electricity line you should call the relevant General Enquiries for free safety advice.**

Safety Documents – please download our informative safety documents to help ensure that you, your staff and the public are kept safe whilst working in the vicinity of electricity.

<https://www.nationalgrid.co.uk/customers-and-community/health-safety/public-safety-advice>

- **Make sure you have up to date plans** - remember that recent additions to our network or service connections between the main cable and a building or street lamp may not be shown.
- **Look for signs of service cables** - an electricity meter box or nearby streetlamp may give you an indication that service cables are present in your area of work.
- **Non NGED Network** - electricity cables, lines and equipment owned by others may also be present in addition to NGED network. They are unlikely to be shown on our plans.
- **Use a cable locator** - trace electricity cables and mark the position of them using paint or other waterproof marking on the ground.
- **Hand dig trial holes** - to confirm the position of cables in close proximity to your area of your work and use spades and shovels rather than picks, pins or forks.
- **Have an emergency plan** - so that everyone working on site understands what to do in the event of an underground electricity cable being damaged or contact being made with an overhead electricity line.
- **If you are working within 10 meters** of an overhead electricity line then it may be necessary for you to erect warning signs and markers, or height restriction goal posts. Ensure that you comply with the requirements of Health & Safety Executive guidance laid down in GS6, Avoidance of Danger from Overhead Electric Lines.
- **If you are erecting a structure** that could allow anyone standing on it, or its access device (ladder, scaffold, MEWP), to come within 3m of any overhead electric line then **you must inform us**. This is your duty and a legal requirement under the Electricity Safety, Quality & Continuity Regulations 2002.
- **If you cannot work safely** around the underground electricity cable or overhead electricity line, then you may need to get it moved to allow your works to go ahead. Call the general enquiry numbers above for guidance.
- **It is possible that cables or pipes may be embedded in concrete** - electricity cables embedded in concrete MUST be made 'dead' by Western Power Distribution or the cable owner before the concrete is broken out. Alternatively, another safe way of working should be agreed.
- **Cables are sometimes covered by tiles or a marker tape** - these can be concrete, polythene or earthenware and are a useful early warning of the presence of cables; you should avoid disturbing any tiles or tape to expose the cable. Not all cables have these warning indicators.





Contact Us

Mapping Enquiries:
All areas 0121 623 9780


General Enquiries:
All areas 0800 096 3080

Date Requested: 08/10/2025
Job Reference: 38979220
Site Location: 90140 10635
Requested by: Mr Ben Evans

Your Scheme/Reference:
253722/SuC


0 100 m

Link Box



Site Location

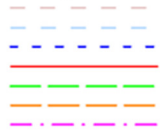
Line/Area



Overhead Line

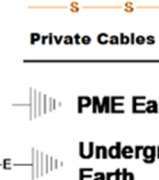
- PL
- Service
- LV
- HV (11kV)
- HV (33kV)
- HV (66kV)
- HV (132kV)

Underground Cable




National Grid Telecoms


Private Cables




Pole Mounted Transformer




Ground Mounted Transformer



PME Earth



Underground Earth



PDF designed for A4 colour print only with no page scaling

IMPORTANT NOTICES

- This information is given as a guide only and its accuracy cannot be guaranteed. Services or recent additions to the network may not be shown.
- Cables, overhead lines & substations owned by other electricity network owners or private companies may be present and may not be shown.
- You should always verify exact locations of cables using a cable locator and by careful use of hand tools in accordance with HSE guidance note HSG47.
- When working within 10m of any overhead electric line you should follow the requirements of HSE Guidance Note GS6.
- For further advice on working near our electricity cables or lines, call our General Enquiries number.
- Advice should be sought from the National Grid Electricity Distribution General Enquiries team for any work that is to take place in proximity to 132kV underground cables and 132kV overhead lines.

Report damage immediately – KEEP EVERYONE AWAY FROM THE AREA: 0800 6783 105

Crown Copyright © All Rights Reserved. Ordnance Survey Licence numbers: 100022432
NGED Copyright: This copy has been made by or with the authority of National Grid Electricity Distribution (NGED) pursuant to Section 47 of the Copyright Designs and Patents Act 1988 unless that Act provides a relevant exception to copyright the copy must not be copied without the prior permission of the copyright owner.

Scale: 1:1250 (When plotted at A4)



nationalgrid

Avoidance of danger from electricity overhead lines and underground cables

National Grid Electricity
Distribution's information
to manage safety whilst
working in the vicinity
of our equipment.

nationalgrid.co.uk

CALL 105
⚡

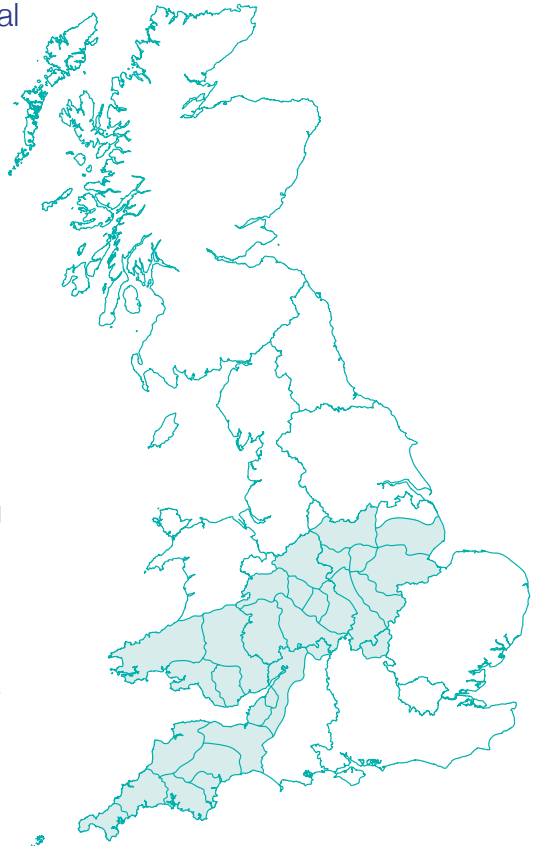
Avoidance of danger from electricity overhead lines and underground cables

Every year in the UK on average, two people are killed and many more are injured when mechanical plant and machinery comes into contact or close proximity to overhead electricity lines.

Although electric shock is the first thing that people associate with coming into contact with our network, those who have witnessed the effects of damage to our system are shocked by the amount of heat, light and noise that are the result of an electrical flashover.

In the Midlands, South West and South Wales, National Grid Electricity Distribution (NGED) have had to attend to incidents where people have accidentally made contact with one of our live electricity overhead lines or damaged an underground cable and became seriously injured.

A significant number of these accidents occurred whilst people were working in the vicinity of overhead and underground electrical apparatus and this booklet has been produced to provide general guidance on how you and your employees can avoid becoming one of these statistics.



Planning your work

It makes sense to consider your safety while in the vicinity of our equipment as early in your planning process as possible.

One of the first things you should do whenever you are planning your work is to check whether there is any of our equipment in the immediate vicinity. You should do this whether your work is taking place on public (e.g. highways and footpaths) or on private land.

Companies and organisations can request plans through LSBUD (Linesearch BeforeUdig) **lsbud.co.uk** – this site provides the same high quality plans and service that the NGED Webmap system has provided in the past, with the significant added benefit of searching over 40 other asset owners from a single query, including underground and overhead electricity networks, gas, high pressure fuel, water and fibre optic networks.

(Please note: not all asset owners are represented by LSBUD, and enquiries should also be made independently to all other relevant organisations).

This service allows you to request plans online and receive an information pack back via email within minutes.

Domestic/private customers should request plans using the phone number, email or postal address shown at the bottom of this section.

For instance, take a good look around your site to see if there are any visible overhead lines.

You should also bear in mind that we have a very extensive network of underground cables, and we are always happy to supply a plan from our Map Response Team who can be contacted via the following;

Tel:

0121 623 9780

Email:

nged.mapresponse@nationalgrid.co.uk

It is always safer to assume that there are underground cables present in the ground until you have proven otherwise.

An online mapping service is available at: **nationalgrid.co.uk/our-network/check-before-you-dig-location-of-our-cables-and-equipment**

Working in the vicinity of underground cables

Having obtained copies of our network maps, it is important to recognise that in most cases there will be no surface indication of the presence of underground cables.

We therefore advise that you take the following actions:

- make sure that you have up-to-date copies of our cable record plans on site - not back in the office
- don't assume that these plans are to scale if they have been faxed or copied
- make sure that a competent person using a Cable Avoidance Tool (CAT) locates all of the cables shown on these plans
- mark the locations of cables on the ground surface with waterproof road paint or other permanent marker
- always assume that our cables are live unless we have informed you, in writing, otherwise
- by hand, dig trial holes to locate the exact position of all cables. Always use an insulated spade or shovel – never use a pick, fork or power tool – push the spade or shovel into the ground applying foot pressure
- look out for ducts, marker tape or tiles but do not rely on these. Even if a cable route was originally laid in a duct or with a marker tape, these may have been removed during other excavations at a later date along with all or part of the cable route
- brief all people working in the vicinity of the presence and location of all underground cables.



Under no circumstances should you attempt to work on, or interfere with, any of our underground cables

The only people qualified to work on this equipment are our operatives; who have been specifically trained and are authorised in writing to do so.

Please also be aware that:

- cable record plans are not guaranteed to be completely accurate. Kerb lines, roads and buildings may have been moved or altered since the cables were laid
- cables should ordinarily be at least 450mm deep, but don't assume this to be the case where you are working – ground levels could have changed
- not all service cables are shown on record plans, so look for cables running down poles and bear in mind that all buildings, street lights and street furniture are likely to have cables running to them. Cables feeding street furniture may be relatively shallow near to the furniture
- cables do not run in straight lines. They often “snake” through the ground avoiding surface and buried obstacles that may not be visible to you
- cables are flexible and can change direction and depth abruptly – for this reason never use mechanical excavators within 0.5m of any underground electricity cable even if you have located it with trial holes
- **no attempt should be made to break out concrete surrounding a cable. Please contact us immediately on our general enquiries number and we will discuss the options for safe working which may include making the cable dead or you moving your work site if possible. If we need to make the cable dead we may need to provide our customers with two weeks notice of the power interruption**
- our cables and joints are not designed to act as steps or to be left unsupported. If you remove support from any cable, you will need to support it using temporary hangers at not more than 0.5m intervals.
- when backfilling, please consolidate the ground under the cables, cover the cable with soil free of stones or with stone dust and replace any cable marker tiles, ducts and tape.



If you damage an underground cable

You must immediately clear the area of personnel because the cable could still be live, or become live again.

If a machine is still in contact with the cable, instruct the driver to jump clear of the vehicle, avoiding simultaneous contact with any part of the machine and the ground. Try to land with your feet as close together as possible.

Where possible, continue to move away from the vehicle using “bunny hops” with your feet together until at least 15m from the vehicle.

Please contact us on our emergency number immediately and tell us what has happened. Please be ready to provide us with a contact telephone number and an accurate location or set of directions – this will help us in getting our staff to site quickly to minimise any danger and lessen the disruption to your work.

Incident locations can be hard to describe. Using the free What3Words app will enable us to quickly and easily identify where the incident has taken place across our network.

CALL 105



Please report any damage to a cable, however superficial it might seem. The cable may not fail at the time of damage, but it could fail later, causing danger to our staff and other contractors, disruption to our customers' supplies, and also – if we trace the damage back to you – a large repair bill.

Working in the vicinity of overhead lines

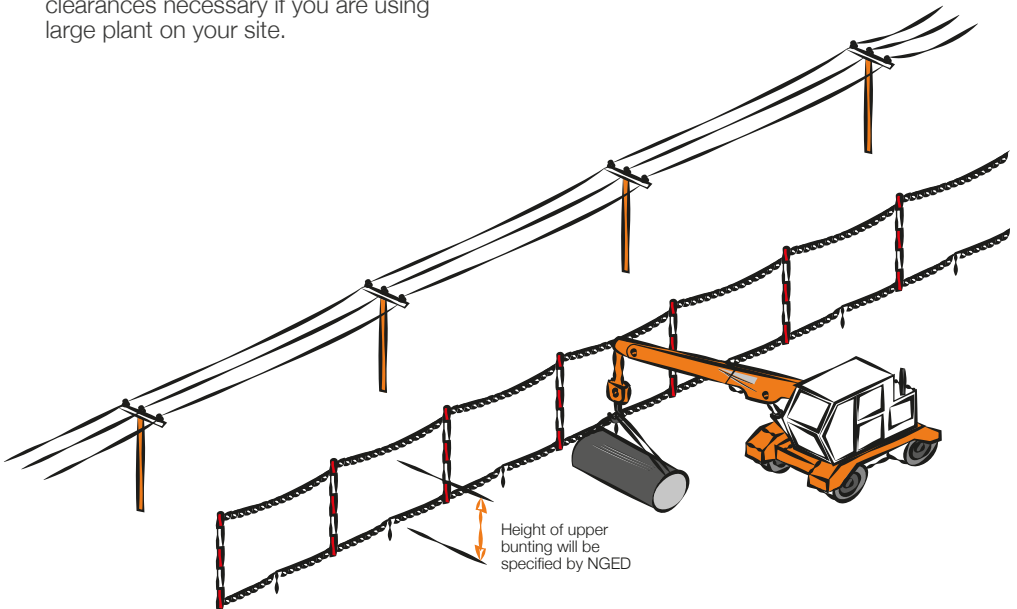
Under no circumstances should you attempt to work on, or interfere with any of our overhead line equipment or service wires.

The only people qualified to work on this equipment are our operatives; who have been specifically trained and are authorised in writing to do so. Overhead lines have the advantage that, unlike underground cables, they can easily be seen.

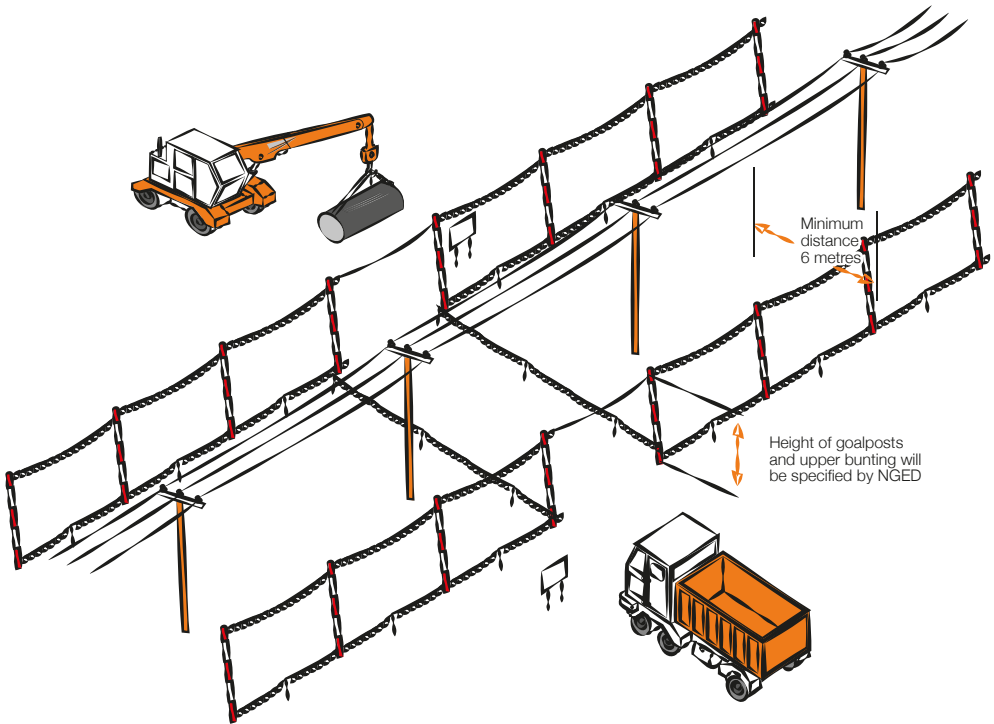
- Always assume that our overhead lines are live unless we have informed you otherwise in writing.
- We will be able to advise you about the type and voltage of the overhead lines in question and provide you with information about the clearances that you must adhere to during your work. Please ring our regional general enquiries number for further advice.
- In some circumstances, we may be able to temporarily shroud low voltage overhead lines and services running to buildings if you need to work in the vicinity e.g. for scaffolding erection, fascia repairs and painting work on domestic properties. We don't normally charge for the shrouding of overhead lines, but please give us as much notice as possible.

- If you think that you will be working close to our overhead lines and they need shrouding – please don't start work until we have agreed what needs to be done and all safety precautions are in place.
- If you are in any doubt about whether the overhead lines in question are power or telephone (this is a very common mistake) – please ask us.
- Please note that it is not technically possible to shroud high voltage lines, so if you cannot avoid working near to our high voltage lines, contact us and we will be happy to meet with you to discuss safe alternatives.

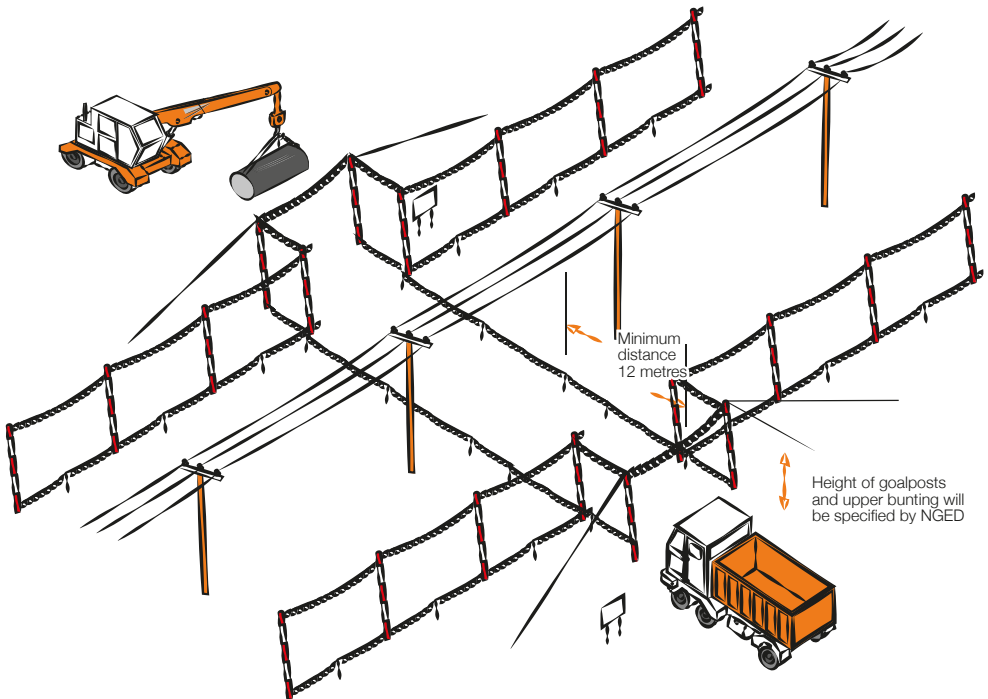
- If it is decided that work can go ahead in the vicinity of our overhead lines but there is a risk of you infringing the safety clearances from the overhead lines, you have a responsibility to erect safety barriers to segregate your works from the area around the overhead lines. The detailed requirements for these barriers are provided in the HSE document GS6 'Avoidance of Danger from Overhead Lines'. As a summary they should consist of:
 - red and white coloured posts erected at 6m intervals, with coloured bunting stretched between their tops, supplemented by low level bunting erected at 1m above ground level, supported at 3m intervals on red and white coloured posts. This is shown below.
- We are able to advise you on the height of the barriers and any additional clearances necessary if you are using large plant on your site.
- Any bunting, ropes and lanyards used should be made from an insulating material.
- These barriers should be erected parallel to the overhead line at a minimum distance of 6m horizontally from the outermost conductor of the overhead line.
- The supports may be supported by rubble or concrete filled barrels or buried directly in the ground.
- Danger notices should be fixed to all of your high level supports.
- The ground enclosed within these barriers is best regarded as "dead ground" in which all foot and vehicular traffic is forbidden, in all circumstances, for the duration of your work.



- Where it is necessary for foot and vehicular traffic to pass under the line, you will need to form a marked access way between the barriers as shown below.
- This access way should comprise of bunting erected 1m above ground, supplemented by high level “goal-posts” erected at either end.
- The goal post cross bars should be rigid, made of insulating material and positioned in a location and at a height specified by us.
- The access route should be as narrow as possible and should not normally exceed 10m in width.
- If it is necessary to make the access route wider than this, you may find it impractical to use rigid cross bars, so you may use a tensioned rope and bunting instead. If you use rope and bunting as a cross bar, you should move the entrance to the access route out to a minimum distance of 12m from the outermost conductor of the line. This is to allow for any stretching of the rope if pulled by your plant.



- If you decide to use steel wire rope to support the barrier, this must be effectively connected to earth at both ends.
- You should also install Danger Notices at all probable directions of approach and clearly display the cross bar height.
- Whatever measures you take, you should ensure that everyone working in the vicinity of overhead lines is briefed about the risks and what safety measures are in place. Do not permit anyone to carry long objects, especially scaffold poles, ladders and irrigation pipes in the vicinity of overhead lines.
- If you are working at night, or in conditions of poor visibility, you should ensure the area is well lit and that the overhead lines are clearly visible.
- You should ensure that all shrouding, barriers and signs are regularly inspected and maintained so that they remain effective.
- Overhead lines are not normally insulated and electricity at high voltages may jump, so a dangerous situation can arise just from a close approach.
- Cranes and excavators working near overhead lines are at increased risk because of the possibility of the jib/arm slewing or being raised into the overhead line, or the load swinging into the overhead line. You may therefore also need to fit plant and vehicles with restricting chains etc. to physically restrain their operation – we can advise on this if you wish.
- If you are planning to carry out tree cutting or arboriculture work in the vicinity of our overhead lines, you need to be aware that this is a complex, high risk activity and we recommend that you employ a competent tree surgeon, who complies with all of the requirements of Forestry industry Safety Accord (FISA) publication FISA 804 - Electricity at work: Forestry.



If contact is made with an overhead line

You must immediately clear the area and suspend all work within 50m of the damage because the line could still be live, or become live again. The operator of a machine that is in contact with an overhead line should:

- **If the machine is still operable and the operator is still in the cab:**
 - provided that you do not risk breaking the overhead line or dragging it to the ground, immediately lower the raised parts of the machine using only the controls in the cab and/or drive the vehicle clear of the overhead line
 - contact us immediately on our emergency number so that we can check the overhead lines
 - instruct other people in the vicinity not to approach the vehicle.
- **If the machine is not operable, cannot be driven clear of the overhead line or there is a risk that doing so will break the line or drag it to the ground:**
 - stay in the cab
 - contact your site manager or us immediately on our emergency number by radio or mobile phone or as soon as possible by any other method
 - instruct everyone outside the vehicle not to approach it
 - do not exit the cab until given confirmation by wpd personnel that it is safe to do so.
- **If the machine is inoperable or cannot be driven free and there is risk of fire or other immediate hazard:**
 - jump clear of the vehicle, avoiding simultaneous contact with any part of the machine and the ground
 - try to land with your feet as close together as possible
 - where possible, continue to move away from the vehicle jumping with both feet together until at least 15m from the vehicle. Instruct other people in the vicinity not to approach the vehicle. Contact us immediately on our emergency number
 - do not return to the vehicle until given confirmation by wpd personnel that it is safe to do so.

Whatever the circumstances please contact us on our emergency number immediately and tell us what has happened. Please be ready to provide us with a contact telephone number and an accurate location or set of directions – this will help us in getting our staff to site quickly to minimise any danger and lessen any disruption to your work.

CALL 105



Please report any damage or contact no matter how minor they may seem to you at the time. The damage may not cause a serious problem at the time of damage, but it could fail later, causing danger to our staff and members of the public, disruption to our customers' supplies, and – if we trace the damage back to you – a large repair bill.

More information

For your information, we are legally obliged to report all contact with our system to the Health and Safety Executive (HSE), and, if you are an employer, you may be obliged to report incidents involving your staff or contractors to the HSE.

Even if no one is hurt, you could be prosecuted for failing to report such an incident.

More detailed general information on this subject is available in the following publications from the HSE:

- HSG(47) – Avoiding Danger from Underground Services
- GS6 – Avoidance of Danger from Overhead Lines
- along with Forestry Industry Safety Accord (FISA) publication FISA 804 – Electricity at Work: Forestry

If you require more site-specific information relating to our equipment at your location please contact us on our general enquiry number:

Our general enquiry number is:

0800 096 3080

National Grid Electricity Distribution plc
Avonbank
Feeder Road
Bristol BS2 0TB
United Kingdom

nationalgrid.co.uk

Finally

Please, always remember that electricity cables and overhead lines can be very dangerous – the general rule is **stay away and stay safe.**

nationalgrid

Look out, look up!

National Grid Electricity Distribution's
guide to the safe use of mechanical
plant in the vicinity of electricity
overhead lines



nationalgrid.co.uk

CALL 105

The safe use of mechanical plant in the vicinity of electricity overhead lines

Every year in the UK on average, two people are killed and many more are injured when mechanical plant and machinery comes into contact or close proximity to overhead electricity lines.

This booklet has been produced for anyone who uses mobile plant, (such as Hiabs, MEWPs, tipper lorries and trailers, grab lorries, concrete conveyors and excavators) for short duration work and provides general guidance on how to avoid becoming part of these statistics.

1 Before starting work

Overhead lines have the advantage that they can easily be seen, so before you set up your vehicle or plant always:

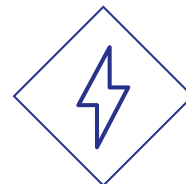
Stop and look up!



If you are working at night, or in conditions of poor visibility, you should use spotlights or a torch to carefully check that there are no overhead lines within your vehicle's reach.



If you are in any doubt about whether the lines in question are power or telephone (this is a very common mistake) – always assume that they are power lines and are live.



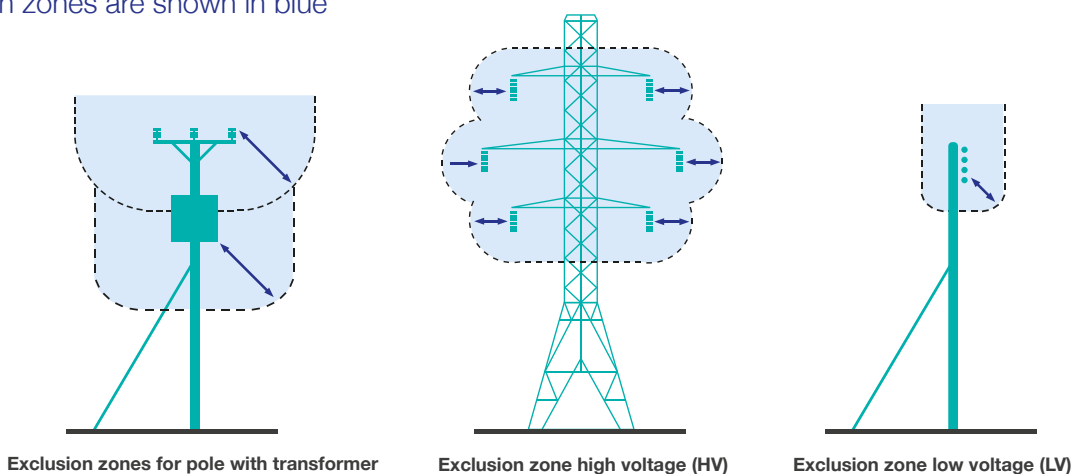
It is not normally practical for electricity companies to shroud high voltage conductors and even when low voltage conductors are shrouded, the shrouding is not designed to protect against contact by mechanical plant – again, always assume the lines are live.

2 Exclusion zones

Overhead power lines are not normally insulated and so any contact can result in serious or fatal injuries. Electricity at high voltages can also jump gaps with no warning whatsoever, so it is also dangerous to let your plant approach too close to a line. The distance that electricity can jump depends on the voltage of the line.

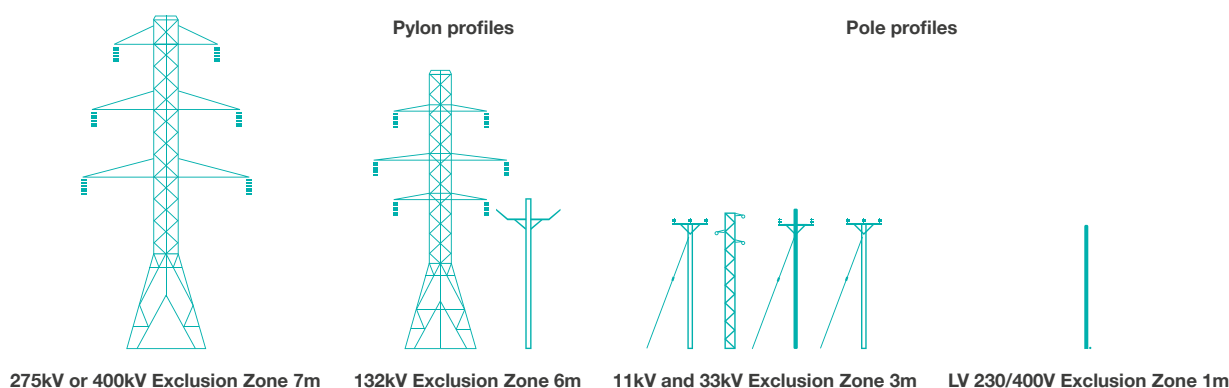
The higher the voltage, the further you must stay away from the line and any other equipment that may be fitted to the pole or pylon. This distance is called the **exclusion zone**. Examples of this are shown highlighted in the diagram below.

Exclusion zones are shown in blue



You must not allow any part of your plant to enter the **exclusion zone**. The diagram below shows typical types of overhead lines and provides a guide to help

you assess the line voltage of lines on wooden poles or steel pylons. The minimum **exclusion zone distance** is shown for each example.



Please note that these are absolute minimum distances that should under no circumstances be infringed. If you do – it could prove fatal. As well as staying away from the lines or equipment, you should also stay at least

600mm away from any part of poles, pylons and stay wires. Please remember that is for guidance only, and if you are in any doubt, please call us for advice before setting up your plant or starting work.

3 Stand off distances

If there are power lines in the vicinity of your work the best way to make sure you stay out of the **exclusion zone** is to position your vehicle at a **safe stand off distance** so that, even when fully extended, no part of it can accidentally reach inside the **exclusion zone**.

This **safe stand off distance** can be calculated by adding the **exclusion zone** distance for the appropriate voltage of the line to the **maximum operating reach** of your vehicle.

This is shown in the diagram opposite.

If you position your vehicle outside of the **safe stand off distance**, there is no risk of accidental contact with the lines and no danger of electricity jumping from the line to your vehicle.

If you cannot achieve a **safe stand off distance**, consider moving your vehicle to a safer location.

It may make your job a bit more difficult, but if it means you stay away from the **exclusion zone** - it will be safer.

The next best option would be to consider using smaller plant with a **maximum operating reach** that cannot enter the **exclusion zone**.

You may not be able to achieve either of these options, so, as a last resort, if you cannot avoid operating large items of plant in the vicinity of lines, you must make sure that the plant is fitted with restraints to ensure that the **exclusion zone** cannot be entered.

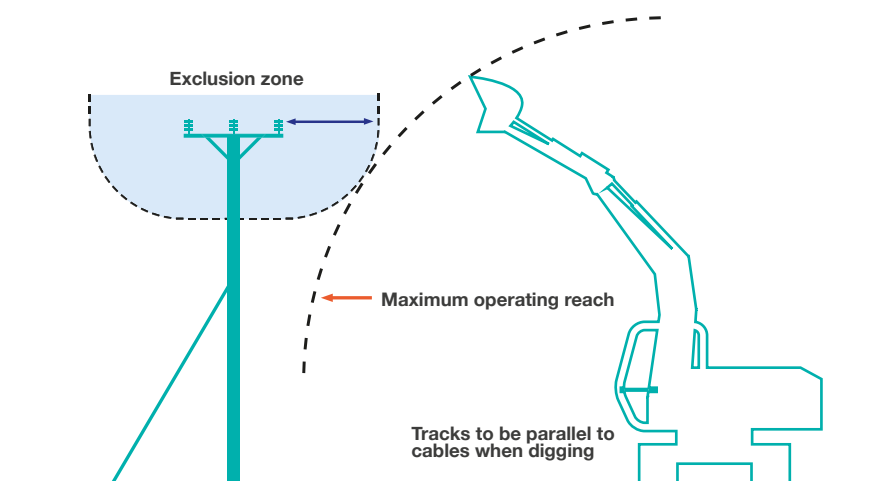
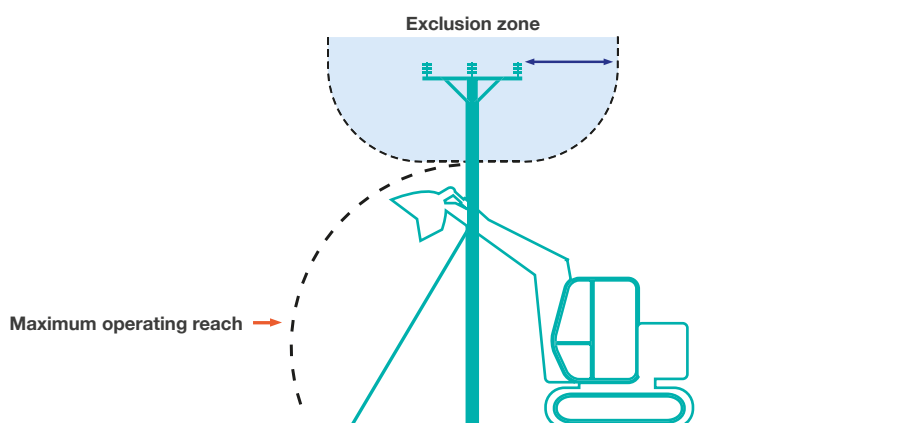
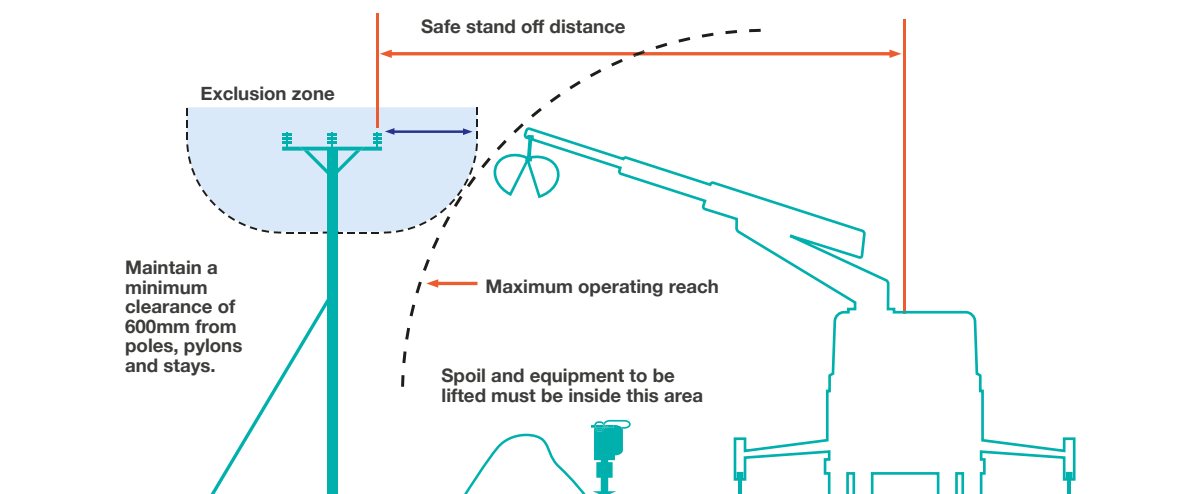
These restraints may be electrical or hydraulic systems fitted to the plant, or mechanical devices such as chains.

Please seek advice from the plant manufacturer for more information on choices available for your particular item of plant. If you are using a mechanical excavator to dig parallel to the line, it is good practice to position the excavator with the tracks or wheels parallel to the line, so as you move along the excavation the safe stand off distance is easily maintained.

Care must also be taken to avoid non mechanical equipment, (e.g. scaffold poles, ladders and long loads such as lengths of steel or timber) from entering the exclusion zone.

Always maintain at least 600mm clearance from your plant to any of our poles, stay wires or pylons. Any contact with these by your plant could cause the line to break and fall to the ground.





4 Emergency procedures

If contact is made with an overhead line, you must immediately clear the area and suspend all work within 50m of the damage because the line could still be live, or become live again.

The operator of a machine that is in contact with an overhead line should take the following steps:

If the machine is still operable:

- lower any raised parts that are controlled from the driving position and/or drive the vehicle clear of the line, as long as neither of these actions risk breaking the line or dragging it to the ground.

If the machine is not operable or cannot be driven clear of the line:

- stay in the cab
- contact your site manager or us immediately by radio or mobile phone or as soon as possible by any other method
- instruct everyone outside the vehicle not to approach it
- do not exit the cab until given confirmation by National Grid Electricity Distribution personnel that it is safe to do so.

If the machine is inoperable or cannot be driven free and there is risk of fire or other immediate hazard:

- jump clear of the vehicle, avoiding simultaneous contact with any part of the machine and the ground
- try to land with your feet as close together as possible
- where possible, continue to move away from the vehicle using “bunny hops” with your feet together until at least 15m from the vehicle
- instruct other people in the vicinity not to approach the vehicle
- do not return to the vehicle until given confirmation by National Grid Electricity Distribution personnel that it is safe to do so.

Whatever the circumstances please contact us on our emergency number immediately and tell us what has happened.

Please be ready to provide us with a contact telephone number and an accurate location or set of directions – this will help us in getting our staff to site quickly to minimise any danger and to reduce any disruption to your work.

**Our emergency number is:
105 or 0800 6783 105**

Please report any damage or contact no matter how minor they may seem to you at the time.

Whilst the damage may not cause a serious problem at the time of contact it could fail later, causing danger to our staff and members of the public, disruption to our customer's supplies, and – if we trace the damage back to you – a larger repair bill!

CALL 105



5 More information

Proximity Warning Systems (such as Wire Watcher – see wirewatcher.co.uk for information) may be fitted to your vehicle. Never turn these devices off or disable them in any way.

Take note of any warnings these proximity warning systems may provide but do not use the presence of such devices as a reason not to follow the advice provided in this leaflet.

For your information, we are legally obliged to report all contact with our system to the Department of Trade and Industry (DTI), and, if you are an employer, you may be obliged to report incidents involving your staff or contractors to the Health & Safety Executive (HSE). Even if no one is hurt, you could still find yourself being prosecuted for causing a dangerous occurrence.

6 Further reading

For advice related to signing and guarding at longer term work sites please also refer to National Grid Electricity Distribution booklet “Avoidance of Danger from Electricity Overhead Lines and Underground Cables”. More detailed information is also published in the following documents available from the HSE.

GS6 – Avoidance of Danger from Overhead Lines.

HS(G) 47 – Avoiding Danger from Underground Services.

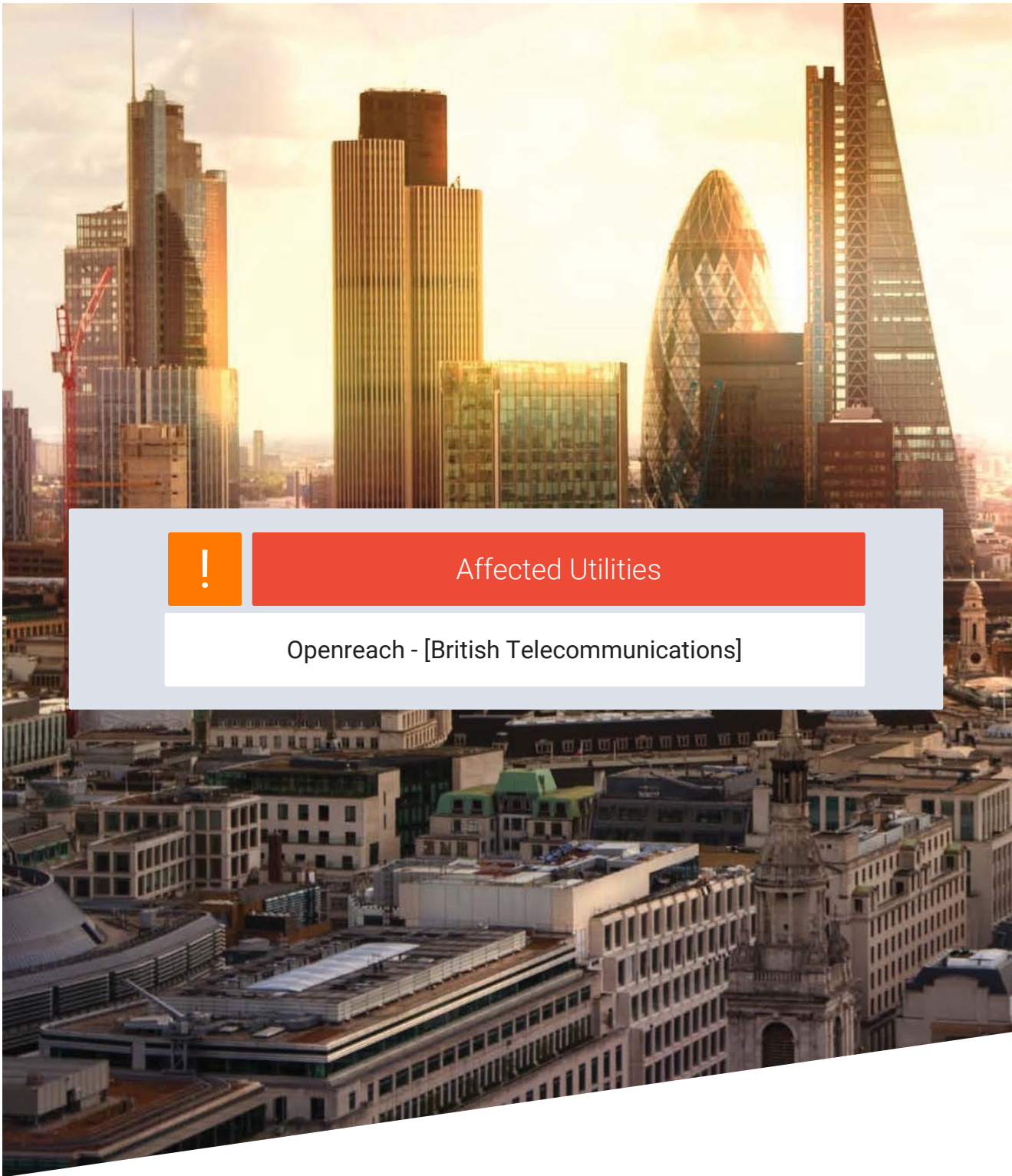
Along with Forestry Industry Safety Accord (FISA) publication **FISA 804 - Electricity at Work: Forestry.**



If you require more site-specific information relating to our equipment at your location please contact us on the relevant **general enquiries number**:

0800 096 3080

Finally... please, always remember that electricity overhead lines can be very dangerous – **the general rule is stay away and stay safe!**



Our Ref: Ref shown on map

Date of issue: shown on map

email: nnhc@openreach.co.uk

Dear Customer,

NR & SW ACT 1991 – PROPOSED WORKS AT: **SITE LOCATION**

Prior to commencement of work: For free onsite guidance and accurate up to date location of BT Apparatus please contact our Plant Protection Service by the following methods:-

Email the Click Before You Dig Team CBYD@openreach.co.uk

Visit the Click Before You Dig Website www.openreach.co.uk/cbyd

Thank you for your request of **/**/** describing the above proposals.

Enclosed are copies of our drawings marked up to show the approximate locations of BT apparatus in the immediate vicinity of your works. It is intended for general guidance only. No guarantee is given of its accuracy.

The drawings are valid for 90 days from the date of issue and should not be relied upon after this time period has expired.

When planning excavation work or other works near to BT apparatus, please be mindful our apparatus may exist at various depths and may deviate from the marked route.

To avoid damage it is recommended that mechanical excavators or borers are not used within 600mm of BT apparatus. If scaffolding is erected, please ensure that our equipment is not enclosed, blocked, covered or otherwise obstructed by the scaffolding.

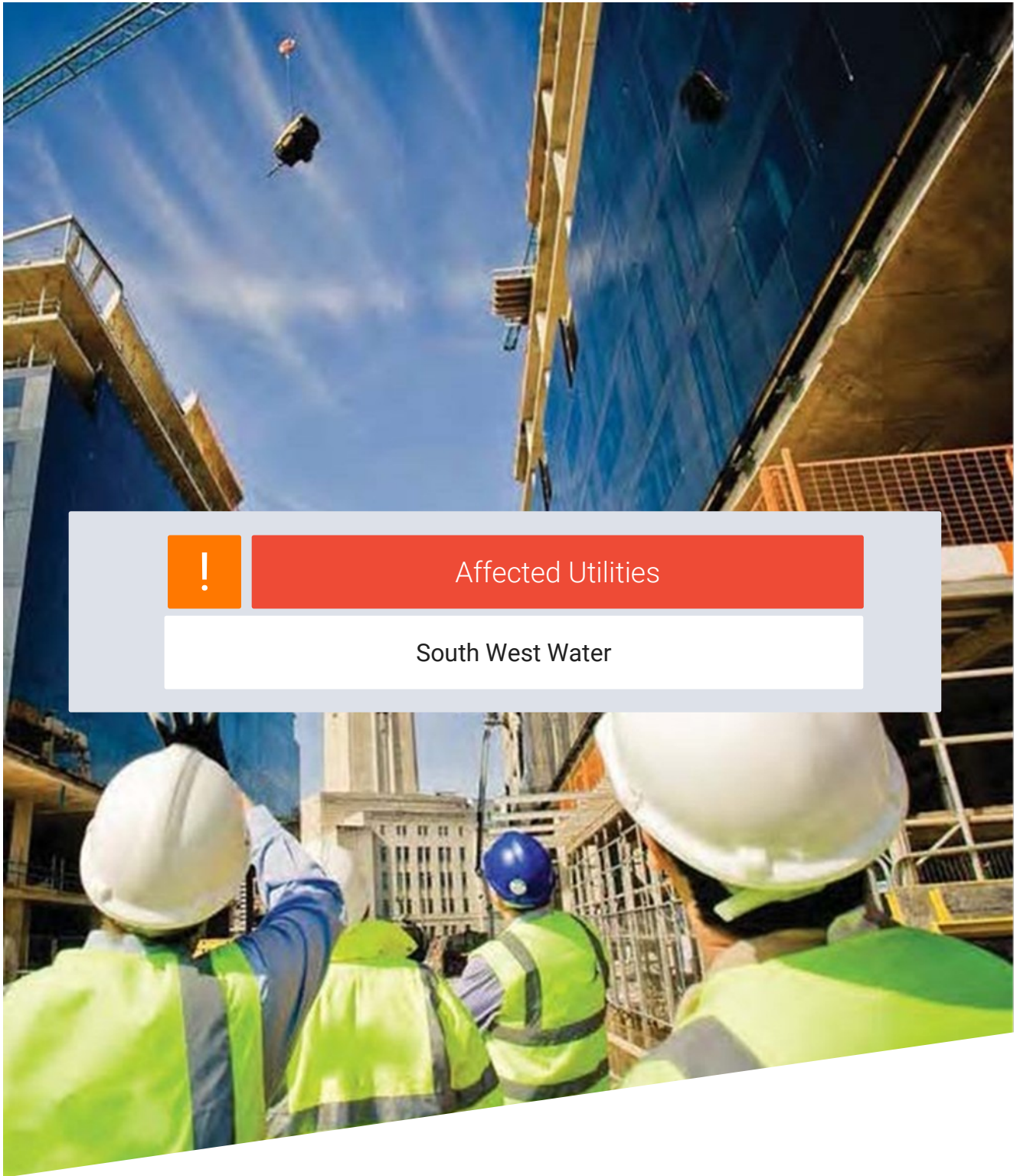
In the event of BT apparatus being in the area of your works we recommend that your plant/vehicle crossing is either resited, or apply for a budget estimate by submitting detailed plans to our Network Relocation Team at <https://www.ournetwork.openreach.co.uk/altering-our-network.aspx>

Yours faithfully,

Julie Cullum
NNHC & MBE Manager

This is a detailed topographic map of Hush Beach, located on the south coast of Devon, England. The map shows a dense cluster of residential buildings along the coastline, including notable structures like 'The Mermaid (PH)', 'Pentland Flats', 'Garrison Hill', and 'The Focastle'. A network of roads, such as Garrison Lane and Cliff Road, connects the various parts of the settlement. Coastal features include Boulders, Sand, and Mean Low Water areas. The map also depicts local infrastructure like a swimming pool, a play area, and a tourist information centre. A large, semi-transparent watermark reading 'Property of NBN' is overlaid across the center of the map.

WARNING: IF PLANNED WORKS FALL INSIDE HATCHED AREA IT IS ESSENTIAL BEFORE PROCEEDING THAT YOU CONTACT THE NATIONAL NOTICE HANDLING CENTRE. PLEASE SEND E-MAIL TO: nnhc@openreach.co.uk



Affected Utilities

South West Water



ATKINS
500 PARK AVENUE
AZTEC WEST, ALMONDSBURY
BRISTOL, BS32 4RZ



UNDERGROUND ASSET INFORMATION

PUBLIC DRAINAGE & WATER

Location:	NA SITE OFF JERUSALEM TERRACE, HUGH TOWN TR
Report Reference:	GIS/TRW/NAS/03112025/9
Your Reference:	253722 - Site off Jerusalem Terrace, Hugh Town
Date:	03 November 2025
For the Attention of:	BEN EVANS

Further to your request for information dated 09 October 2025, the Company's apparatus for the above site is shown herewith. South West Water Limited has made all reasonable efforts to ensure the accuracy of this information, but provides it subject to the following conditions:

- Service pipes and drainage connections may not be shown.
- No liability whatsoever is accepted for any inaccuracies or omissions in the information.
- If no reference is made in the information to any interest or right of the Company on any land, this is not to be taken as conclusive evidence that no such interest or right exists.

These reservations are in addition to any statutory regulations which apply.

Source for Searches - A South West Water Service contactus@sourceforsearches.co.uk 0845 330 3401

**ASSETS NOT SHOWN? THEY MAY BE PRIVATE
HOMEOWNERS RESPONSABILITY**

USEFUL CONTACTS:
LEAKS / PIPE COLLAPSE 0344 346 2020
NEW CONNECTIONS 0800 083 1821
SOUTH WEST WATER 0344 346 2020

NA SITE OFF JERUSALEM TERRACE, HUGH TOWN TR210JH



Sewer Pipe Details

Sewer Pipe Details		Common Shapes						Sewerage Structures			
Public - Foul		Circular	R	Barrel	B	U Shaped	US	Manhole		Manhole	
Public - Surface		Rectangular	C	Trapezoidal	T	Horseshoe	H	Foul		Surface	
Public - Combined		Unknown	U	Egg Shape	E	Oval	OV	Manhole		Private	
Public - Treated								Combined		Catchpit	
Pumping Main								SK		Washout	
Elevated		Vitrified Clay	VC	Alkathene	AK	Medium Density Polyvinylchloride	MDPE	SK		CP	
Unverified		Pre Cast Concrete	CC	Asbestos Cement	AC	UPVC	UPVC	Washout		Hatchbox	
Abandoned		Concrete	CO	Polyvinylchloride	PVC	Unknown	U	Buried		Unable to Locate	
Highway								BU		UL	

REQUIREMENTS AND DEVELOPMENT/TREE PLANTING GUIDANCE



In accordance with the provisions of Clause 26 of South West Water's Code of Practice, you are advised that in order to maintain adequate future access to the pipeline and to avoid interference with it, it is necessary to ensure that the following guidelines are observed:

1. Buildings And Permanent Structures

Clear working strip:

A clear working strip along the pipe is required between buildings and permanent structures and this must be:-

Pipes up to 150mm diameter	6.0 metres
Pipes 151-600mm diameter	7.0 metres
Pipes 601mm diameter and over	9.0 metres

If a building or permanent structure is planned within these limits please contact our Development Planning team as Build Over consent may be required. Development Planning developerservices@southwestwater.co.uk.

Proximity of buildings:

No buildings or permanent structures should be placed within 3 metres of pipes below 300mm in diameter or within 3.5 metres of pipes of 300mm or over in diameter (distances measured from the centre of the pipe), and in addition, buildings and permanent structures must be constructed so as to ensure that no additional loads are transmitted to the pipe.

(N.B: Pipe sizes refer to the internal diameter / bore of the pipe).

2. Trees And Shrubs

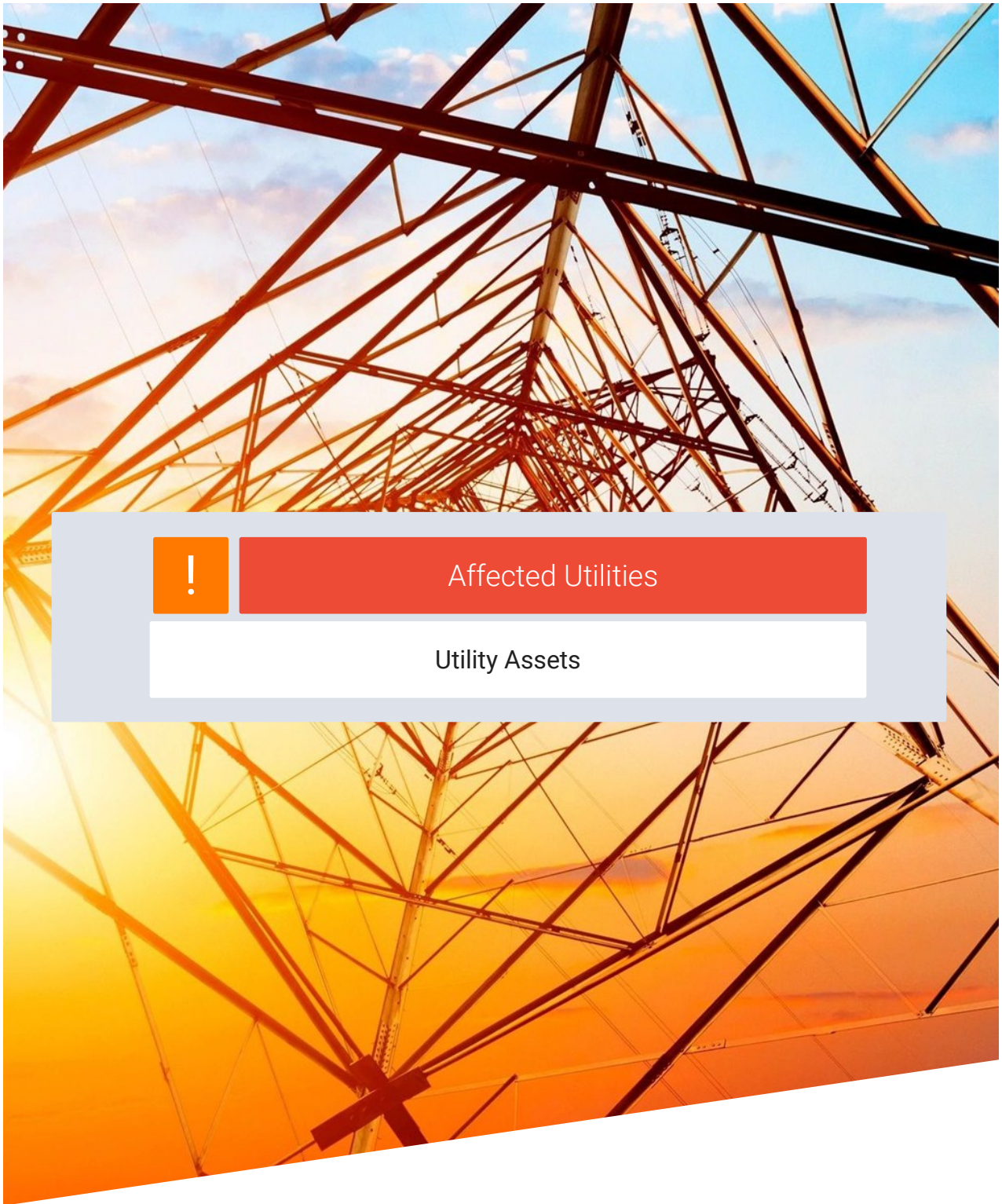
Roots can damage pipelines over time and extensive root systems will limit access to the pipeline in breach of the Company's right to access for repair or replacement. As a rule of thumb, the root spread of a tree is approximately the same as its eventual canopy spread. To help you avoid damage or interference to the pipeline, the Company suggests the following guidelines:

- No large or forest trees should be planted with 7 metres of the pipeline (examples include Oak, Ash, Beech, Douglas Fir, Sitka Spruce etc.)
- Medium to small sized trees should always be planted in such a way as to ensure that the eventual root spread reaches no closer than 1 metre of the pipeline, in practice, if trees are planted a distance of 5 metres away from the pipeline, this should be sufficient.
- Bushes and shrubs should never be planted closer than 2 metres from the pipeline.
- Closer than 2 metres either side of the pipeline may be planted with hedge plants and ground cover only.
- The measurements and distances set out are for guidance only and there will always be exception, for example: Poplars and Willows, which have a particularly invasive root system. If you are unsure of any individual case, then specialist advice should always be sought prior to planting.
- The guidelines set out above are based on the Company's standard access requirements for its apparatus. If, for engineering reasons, the distances set out need to be varied at particular locations, you will be advised of this before compensation for works is finalised. If you need to know the precise underground location of a new water main / sewer after its installation, please contact any of the Company's local offices, and Company staff will be pleased to mark out the position of the pipeline within your land.
- If the Company finds any infringement of its legal rights of access, or any damage being caused to the pipeline, the Company reserves the right to take appropriate action to ensure that there is no interference with its statutory apparatus.

Requirements to be met by persons carrying out works near to water mains and sewers:

1. The precise position of water mains and sewers must be ascertained by hand digging trial holes after first contacting South West Water, who will give such information as is available regarding the general location of the mains and sewer in the area. No liability is accepted for the accuracy of any information given as to the position or existence of water mains and sewers. In particular, service pipes and drainage connection are not generally shown on mains records, but their presence should be anticipated and precautions taken to avoid damage.
2. Notices of intent must be given to South West Water before any works are carried out in the vicinity, except in cases of emergency when our Operations Centre should be contacted as soon as possible.
3. Unless prior written approval has been obtained, mechanical excavation may not be permitted around, or within, 3 metres of the water main or sewer. Excavation may be necessary by hand.
4. Concrete haunches or surrounds to sewers must not be disturbed without prior written consent from South West Water.
5. Before backfilling, the mains and sewers will be inspected and any flaws or damage to the pipe or wrapping, if found, will be repaired by South West Water. All such flaws or damage must be immediately reported to the Company as soon as they are discovered. The carrying out of such repair by South West Water shall not affect the question of liability, should any damage found to have resulted from the acts of those undertaking the works, their contractors, servants or agents.
6. Approved backfill will be used immediately around or over the mains and sewers to a minimum cover of 300mm and the remainder of the backfill shall be to the appropriate Highways Authority Specification for the Reinstatement of Openings in Highways.
7. Both the existing main or sewer and the new works shall be suitably supported to prevent future settlement and any subsequent damage to equipment.
8. Ground adjacent to concrete thrust blocks supporting the main(s) and sewer(s) must not be disturbed.
9. Adequate support must be given to all water mains and sewers where these are likely to be undermined, and to all trenches in the vicinity of these, during the process of the works.
10. No apparatus shall be laid on or over any land within 300mm measured horizontally from any part of a water main or sewer or other apparatus belonging to the Company. Provided always that this clause shall not prevent any pipe, cable or conducting medium being laid at an angle of between 45 and 90 degrees across the line of the Company's apparatus, with a vertical clearance in excess of 300mm. In exceptional circumstances this clause may be varied or deleted with the prior written consent from South West Water.
11. South West Water must be consulted before any work representing an increased risk to the integrity of the mains or sewers (e.g., piling, using explosives, thrust boring, pipe bursting etc.) is carried out.
12. Facilities for inspecting all work carried out shall be given to South West Water with adequate notice

IN THE EVENT OF A LEAK OR PIPE COLLAPSE PLEASE CONTACT SOUTH WEST WATER IMMEDIATELY ON 0344 346 2020 (24 HOURS)



Affected Utilities

Utility Assets

ADVISORY NOTICE

SUPPLIER UPDATE: Utility Assets

On 08/10/2025 an enquiry was sent to Utility Assets' plant record department. As of the date of issue of this Utilities Report, we have not received a formal response from Utility Assets in regards to owning any equipment on this site. Utility Assets have however advised the following:

"Thank you for recently contacting Utility Assets plant record department. We will check whether we have any plant present at your site and contact you within 5 - 7 working days ONLY if we own any plant in the vicinity.

If we do not reply, we do not have any apparatus in the area of your works. However, PLEASE TAKE CARE when excavating around electricity cables in the event that not all cables present may be accurately shown. We recommend you use detecting equipment to map the site before excavating and fully comply with HSG47. DO NOT assume that a cable is dead if you don't have a record of its presence. The cable must be treated as live unless PROVEN DEAD by the cable owner. In case of emergency please contact your local electricity distribution company.

This is an automated reply from our dedicated asset records email address. If you receive further correspondence from us it will be from asset.manager@utilityassets.co.uk quoting a site reference number.

Asset Manager - Utility Assets Ltd"

If a formal response is received within 3 months of the date of this search it will be forwarded onto you as per our usual service. However, without formal communication from Utility Assets it remains unconfirmed that your site will not be affected by their network. Utility Assets will not acknowledge receipt of this enquiry, or any subsequent queries, unless their network will be affected.

Terms and Conditions

Full Terms and Conditions can be found on the following URL:
<http://www.landmarkinfo.co.uk/Terms/Show/515>

Please note that Utilities Reports have a validity of 3 months from the date of purchase.

If you experience difficulties accessing our Terms and Conditions, please telephone our Customer Service Team on 0844 844 9966.



Not Affected Utilities

You recently requested information pertaining to the above location and in relation to CityFibre Holdings Ltd plant.

Reference 4f0f8835-9596-4658-924f-e2796ed00958

User: User

Title: 253722

Comment: 20251008104834930

Please find attached a plan of the area of your interest that may contain plant which may be affected by your proposed works.

The validity of this response is 6 weeks, after such time a new enquiry would need to be made.

Please see the points of contact below if they are required:

Plant Enquiries

Rutherford House

Birchwood Park

Warrington

WA3 6ZH

asset.team@cityfibre.com <<mailto:asset.team@cityfibre.com>>

Please quote the Reference ID in the subject line in any correspondence.

Please be aware that all information included in this eMap is the property of the sender and subject to copyright.



bitmap_layout select_raster

LEGEND

- EXISTING PLANT
- EXISTING PLANT

bitmap_layout select_raster

Head Office
CityFibre Holdings Ltd
15 Bedford Street,
London,
WC2E 9HE

Tel: 0845 293 0774
Web: www.cityfibre.com

Asset Office
CityFibre Holdings Ltd,
Rutherford House,
Birchwood,
Warrington,
WA3 6ZH

Email: asset.team@cityfibre.com

Disclaimer:

Information shown on this plan is for general guidance only.
No warranty is made as to its accuracy.
This plan must not be solely relied upon in the event of
excavation or other works being carried out in the vicinity
of Cityfibre plant.
No liability of any kind is accepted by Cityfibre, its agents or
servants for any error, omission, discrepancy or
deviation. This information is valid for the date printed.

Project

Plant Enquiry

Drawing

Existing Plant

Drawn by:

smallworld

Date: 08/10/2025

Drawing No.

CFH_EP_000001

Revision

001

Scale: 1:2500

A4



From: plantenquiry@gtc-uk.co.uk
To: requests.utilitysolutions@atkinsrealis.com
Sent: 2025-10-16T08:58:26+00:00
Subject: GTC Plant Enquiry - Ref- 5815191

GTC Apparatus Not Found In Search Area

Our Plant Enquiry Service Ref: 5815191
Your Enquiry Ref: 253722/DS

Dear Jordan,

Thank you for your enquiry concerning apparatus in the vicinity of your proposed work. GTC can confirm that we have no apparatus in the vicinity but please note that other asset owners may have and ensure all utility owners have been consulted. For your records, the search area is shown in the attached map.

Please note our assets now include those owned and operated by:

- GTC Pipelines Limited
- Independent Pipelines Limited
- Quadrant Pipelines Limited
- Electricity Network Company Limited
- Independent Power Networks Limited
- Independent Water Networks Limited
- Open Fibre Networks Limited
- Independent Community Heating Limited

If you have any queries or require any further information please do not hesitate to contact us.

Your sincerely,

GTC Plant Enquiry Service.

GTC
Synergy House
Woolpit Business Park
Woolpit
Bury St Edmunds
Suffolk, IP30 9UP
Tel: 01359 240363
plant.enquiries@gtc-uk.co.uk

NOTE:

This E-Mail originates from GTC, Synergy House, Woolpit Business Park, Woolpit, Bury St Edmunds, Suffolk, IP30 9UP
VAT Number: GB688 8971 40. Registered No: 029431.

DISCLAIMER

The information in this E-Mail and in any attachments is confidential and may be privileged. If you are not the intended

recipient, please destroy this message, delete any copies held on your system and notify the sender immediately. You should not retain, copy or use this E-Mail for any purpose, nor disclose all or any part of its content to any other person. Whilst we run antivirus software on Internet E-Mails, we are not liable for any loss or damage. The recipient is advised to run their own up to date antivirus software.

Thank you



From: OPBuriedServicesEnquiries@networkrail.co.uk
To: requests.utilitysolutions@atkinsrealis.com
Sent: 2025-10-08T09:10:59+00:00
Subject: RE: Plant Enquiry - 253722 - Site off Jerusalem Terrace, Hugh Town - Please respond by 30/10/2025

OFFICIAL

With regards to your enquiry, Network Rail does not believe there is any Network Rail owned apparatus or underground services within the area you have defined. As there is always the possibility that new works could be planned and undertaken in this area by Network Rail this information is valid as at today's date and is supplied for general guidance only.

Please be aware that this response is based on Network Rail's records and knowledge and no guarantee can be given regarding accuracy or completeness. CAT scans, safe digging practices (as contained in HSE publications) and other appropriate investigative techniques should always be carried out.

There may be other apparatus or underground services owned or operated by Utility Companies and accordingly you should contact individual utilities for information.

If, in connection with your investigations and/or work, you become aware of Network Rail apparatus or underground services within your area of work, please ensure these are notified to our Asset Protection team via the following link as a matter of urgency so that appropriate measures for avoidance of risk and damage can be put in place.

Contact details can be found in the following link: [Network Rail Asset Protection Teams](#)

If you require any further clarification on any of the information please contact opburiedservicesenquiries@networkrail.co.uk.

Regards,

Stephen Elcock
Distribution Administrator



Worksite Survey

National Records Centre, Audax Rd, York, North Yorkshire, YO30 4US

T: 0330 8535314

E: Stephen.Elcock@networkrail.co.uk

W: www.networkrail.co.uk

At Network Rail we work flexibly – so whilst it suits me to email now, I do not expect a response or action outside of your own working hours

From: Plantenquiries@ocugroup.com
To: requests.utilitysolutions@atkinsrealis.com
Sent: 2025-10-15T09:43:17+00:00
Subject: E10-25-3932 RE: Plant Enquiry - 253722 - Site off Jerusalem Terrace, Hugh Town - Please respond by 30/10/2025

Dear Sir or Madam,

Thank you for your plant enquiry below.

We can confirm that Lumen Technologies (formerly CenturyLink Communications UK Limited, Level 3, Global Crossing (UK) Ltd, Global Crossing PEC, Fibernet UK Ltd and Fibrespan Ltd) do not have any apparatus within the indicated works area.

OCU responds to plant enquiries for all of the above and therefore you only need send one plant enquiry to cover all of these companies.

Please note that this response is only valid for 3 months. If your works do not commence within this time period, please resubmit your plant enquiry for assessment before any works commence.

Please note that our email address has changed from plantenquiries@instalcom.co.uk to plantenquiries@ocugroup.com. Could you please update your records accordingly.

Response times for plant requests are up to 10 working days. Please allow for 10 working days to pass before chasing requests.

Regards

Plant Enquiries Dept
OCU
Borehamwood Ind. Park
Rowley Lane
Borehamwood
WD6 5PZ

Office: +44 (0)208 731 4613
Fax: +44 (0)208 731 4601
Email: plantenquiries@ocugroup.com
Web: <http://www.ocugroup.com>





Plantenquiries | | OCU Group

Email: Plantenquiries@ocugroup.com

Follow Us | [LinkedIn](#) | ocugroup.com

Think Safe + **Work Safe** = **Home Safe**

Address - Artemis House, 8 Greek Street, Stockport, SK3 8AB

Your Privacy - Your privacy is important. We only use your personal information for specific purposes; see our [Privacy Policy](#).

Email Disclaimer - The content of this email is confidential. For full details please refer to our [Email Disclaimer](#).

From: nrswa.nrswa@sky.uk
To: requests.utilitysolutions@atkinsrealis.com
Sent: 2025-10-08T11:11:21+00:00
Subject: Plant Enquiry - 253722 - Site off Jerusalem Terrace, Hugh Town - 30/10/2025



Thank you for your enquiry.

Please be advised that Sky Telecommunications Services Ltd will not be affected by your proposal.

Best endeavours have been made to ensure accuracy, however if you require further information, please contact us by email at nrswa@sky.uk.

Regards



NRSWA Department
Sky UK - Technology - Operations

 nrswa@sky.uk  +44 2070323234

From: dntsnt1ic0002.drpnauc5372@verizon.com
To: requests.utilitysolutions@atkinsrealis.com
Sent: 2025-10-08T09:16:07+00:00
Subject: RE: Plant Enquiry - 253722 - Site off Jerusalem Terrace, Hugh Town - Please respond by 30/10/2025

Dear Sir/Madam,

Verizon is a Licensed Statutory Undertaker.

We have reviewed your plans and have determined that Verizon (Formally known as MCI WorldCom, MFS) has no apparatus in the areas concerned.

If you have any further queries please do not hesitate to get in touch.

Yours faithfully
Plant Protection Officer (BOT)
Email osp-team@uk.verizon.com

Note: dntsnt1ic0002.drpnauc5372@verizon.com is an unmonitored mailbox and your responses will not be processed.

If you need to contact us then please use osp-team@uk.verizon.com.

Verizon UK Limited is a company registered in England & Wales - registered number 2776038 - registered office at Reading International Business Park, Basingstoke Road, Reading, Berkshire, UK RG2 6DA - VAT number 823 8170 33. Please note that the information provided in this response including any accompanying attachments is intended for general information purposes only and should not be construed as professional advice. While we strive to ensure the accuracy and relevance of the information, we cannot guarantee its completeness or applicability to your specific situation. Any reliance you place on such information is therefore strictly at your own risk. Additionally, please be aware that this communication may contain confidential and privileged information. If you are not the intended recipient, please notify us immediately and delete all copies of this message and accompanying attachments. Any unauthorised use, disclosure, dissemination, distribution or copying of the information contained herein is strictly prohibited. This message does not guarantee the confidentiality, completeness or proper receipt of the messages sent and is susceptible to alteration.

From: OSM.enquiries@atkinsrealis.com
To: requests.utilitysolutions@atkinsrealis.com
Sent: 2025-10-10T05:34:10+00:00
Subject: RE: Plant Enquiry - 253722 - Site off Jerusalem Terrace, Hugh Town - Please respond by 30/10/2025

Please accept this email as confirmation that Vodafone: Fixed **does not** have apparatus within the vicinity of your proposed works detailed below.

Many thanks.

Plant Enquiries Team(DS)
T: +44 (0)1454 662881
E: osm.enquiries@atkinglobal.com

This response is made only in respect to electronic communications apparatus forming part of the Vodafone Limited electronic communications network formerly being part of the electronic communications networks of Cable & Wireless UK (now re-named Vodafone Enterprise UK), Energis Communications Limited, Thus Group Holdings Limited and Your Communications Limited.



ATKINS working on behalf of Vodafone: Fixed

PLEASE NOTE:

The information given is indicative only. No warranty is made as to its accuracy. This information must not be solely relied upon in the event of excavation or other works carried out in the vicinity of Vodafone plant. No liability of any kind whatsoever is accepted by Vodafone, its servants, or agents, for any error or omission in respect of information contained on this information. The actual position of underground services must be verified and established on site before any mechanical plant is used. Authorities and contractors will be held liable for the full cost of repairs to Vodafone's apparatus and all claims made against them by Third parties as a result of any interference or damage.

IMPORTANT - PLEASE READ:

Diversionary works may be necessary if the existing line of the highway/railway or its levels are altered, where apparatus is affected. Where apparatus is affected and requires diversion, you must submit draft details of the proposed scheme with a request for a 'C3 Budget Estimate' to c3requests@vodafone.com. These estimates should be provided by Vodafone normally within 20 working days from receipt of your request. Please include proof of this C2 response when requesting a C3 (using the 'forward' option).



Please consider the environment before printing this e-mail

At Atkins - member of the SNC-Lavalin Group, we work flexible hours around the world. Although I have sent this email at a time convenient for me, I don't expect you to respond until it works for you.

AtkinsRéalisis - Confidential / Confidential

From: wwutilities@safedigs.co.uk
To: requests.utilitysolutions@atkinsrealis.com
Sent: 2025-10-08T10:48:14+00:00
Subject: Plant Enquiry Ref Job No. 38979220

08/10/2025

LinesearchbeforeUdig ref: 38979220

Your ref: 253722/SuC

Dear Sir/Madam,

Thank you for contacting us

Please find enclosed a copy of the requested plan, covering letter and our general conditions, for your reference.

Our records show those pipes owned by Wales & West Utilities (WWU) in its role as a Licensed Gas Transporter (GT). On some occasions, blank maps may be sent to you. This is due to your proposed work being in a no gas area, but within our operational boundaries. Service pipes, valves, syphons, stub connections, etc. may not be shown, but their presence should be anticipated. No warranties are therefore given in respect of it.

They also provide indications of gas pipes owned by other GTs, or otherwise privately owned, which may be present in this area. This information is not information of WWU and WWU is unable to verify this information or to confirm whether it is accurate or complete.

The plan must be printed in the size requested (A3/A4) and will also need to be produced in colour. If this is not possible, we can send you a hard copy if requested. Please let us know if you require any further assistance.

Contact Us

Gas Emergency Number:

In an emergency call 0800 111 999, 24 hours a day.

Mapping Enquiries:

If you have an enquiry relating to this letter or the attached map plan, please contact us using the following information:

Telephone: 02920 278912

Email: dig@wwutilities.co.uk

General Enquiries:

If you have a general enquiry, please call us on the following number:

All areas: 0800 912 29 99

For further information please see the videos below:

The homeowners video is aimed at our domestic customers who are looking to undertake work within their own land. It provides information regarding the visual signs to look for that will indicate the presence of pipeline located in your land and what you should do before excavating.

Homeowners: <https://www.youtube.com/watch?v=LxB6ePx3N7U>

The contractor video is aimed at those who undertake more complex work around our pipelines, to inform that we may need to approve your work in advance, depending on the proposals and the distance you working from our pipeline. It also provides information regarding what details we need from you, before excavation begins.

Contractors: https://www.youtube.com/watch?v=iBIitu_0zTM

LinesearchbeforeUdig:

If you have an enquiry relating to the use of the LinesearchbeforeUdig website please contact:

Telephone: 0845 437 7365

Email: enquiries@linesearchbeforeudig.co.uk

Website: www.linesearchbeforeudig.co.uk

Regards

WWU Dig Team

**Company Address**

Wales and West Utilities Ltd,
Wales and West House,
Spooner Close, Celtic,
Springs, Coedkernew,
Newport, NP10 8FZ

Our Ref: 38979220 253722/SuC

Wednesday, 08 October 2025

Ben Evans
The Hub Aztec West
Almondsbury
BST
BS32 4RZ

Dear Ben Evans

Thank you for contacting us regarding Wales & West Utilities equipment at the above site.

According to our mains records Wales & West Utilities has no apparatus in the area of your enquiry. However Gas pipes owned by other GT's and also privately owned may be present in this area. Information with regard to such pipes should be obtained from the owners.

Safe digging practices, in accordance with HS(G)47, Avoiding Danger from underground services must be used to verify and establish the actual position of mains, pipes, services and other apparatus on site before any mechanical plant is used. It is your responsibility to ensure that this information is provided to all persons (either direct labour or contractors) working for you on or near gas apparatus. Safe working procedures should be defined and practiced.

If you require advice in connection with your proposals please contact the relevant number below.

Yours sincerely,
WWU Dig Team

Gas Emergency Number:

In an emergency call 0800 111 999, 24 hours a day.

Mapping Enquiries:

If you have an enquiry relating to this letter or the attached map plan, please contact us using the following information:

Telephone 02920 278912
Email dig@wwutilities.co.uk

General Enquiries:

If you have a general enquiry, please call us on the following number

All areas 0800 912 29 99

LinesearchbeforeUdig:

If you have an enquiry relating to the use of the LinesearchbeforeUdig website please contact LinesearchbeforeUdig using the following information:

Telephone 0845 437 7365
Email enquiries@linesearchbeforeudig.co.uk
Website www.linesearchbeforeudig.co.uk



Warning: PDF designed for A4 colour print only with no page scaling



Contact Us

Mapping Enquiries:

All areas 02920 278 912

General Enquiries:

All areas 0800 912 2999

100m

Dig Sites

Area:



Line:



Low Pressure (LP) 21mbar – 75mbar

Medium Pressure (MP) 350mbar – 2bar

Intermediate Pressure (IP) 2bar – 7bar

High Pressure (HP) >7bar

Low Pressure (LP) 21mbar – 75mbar

Medium Pressure (MP) 350mbar – 2bar

Intermediate Pressure (IP) 2bar – 7bar

High Pressure (HP) >7bar



Change of Diameter



End Cap



Depth of cover



Line/Fire Valve



Governor Station

Date Requested: 08/10/2025

Job Reference: 38979220

Site Location: 90140 10635

Requested by: Mr Ben Evans

Your Scheme/Reference: 253722/SuO

IMPORTANT NOTICES

- This information is given as a guide only and its accuracy cannot be guaranteed
- The plan only shows those pipes owned by Wales & West Utilities (WWU) as its role as a licensed Gas Transporter
- Service pipes, valves, syphons, stub connections etc. may not be shown but their presence should be anticipated
- You must use safe digging practices in accordance with H5(G)47 to establish the actual position of mains, services and other apparatus before any mechanical excavation is used
- It is your responsibility to ensure this information is provided to all persons working near our plant
- If in doubt call the WWU dig team on 02920 278912

Report damage immediately – KEEP EVERYONE AWAY FROM THE AREA
0800 111 999

Scale: 1:1250 (When plotted at A4)

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Smell gas?
Call the Gas Emergency Service on
0800 111 999.

Dial
before
you dig

We need
10 days'
notice

Dial
Call **029 2027 8912**
before you start work.

Investigate
Before you dig, make sure
you know what's below.

Go ahead
Done your research?
Now you can dig safely.

Important Consumer Protection Information

This search has been produced by Landmark Information Group Ltd, Imperium, Imperial Way, Reading, Berkshire, RG2 0TD, Tel: 0844 844 9966 Fax: 0844 844 9980 Email: helpdesk@landmark.co.uk

Landmark adheres to the Conveyancing Information Executive (CIE) standards.

The Standards:

- Conveyancing Information Executive Members shall act in a professional and honest manner at all times in line with the Conveyancing Information Executive Standards and carry out the delivery of the Search with integrity and due care and skill.
- Compliance with the Conveyancing Information Executive Standards will be a condition within the Conveyancing Information Executive Member's Terms and Conditions.
- Conveyancing Information Executive Members will promote the benefits of and deliver the Search to the agreed standards and in the best interests of the customer and associated parties.
- The standards can be seen here: <http://www.conveyinfoexec.com>

Complaints

If you have a query or complaint about your search, you should raise it directly with the search firm, and if appropriate ask for any complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final response, after your complaint has been formally considered, or if the firm has exceeded the response timescales, you may refer your complaint for consideration under The Property Ombudsman scheme (TPOs). The Ombudsman can award up to £5,000 to you if the Ombudsman finds that you have suffered actual financial loss and/or aggravation, distress or inconvenience as a result of your search provider failing to keep to the Standards.

Please note that all queries or complaints regarding your search should be directed to your search provider in the first instance, not to TPO.

TPOs Contact Details:

The Property Ombudsman scheme
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP

Tel: 01722 333306
Fax: 01722 332296
Website: www.tpos.co.uk
Email: admin@tpos.co.uk

Landmark Complaints Procedure

If you want to make a complaint to Landmark, we will:

- Acknowledge it within 5 working days of receipt
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time
- Provide a final response, in writing, at the latest within 40 working days of receipt
- Liaise, at your request, with anyone acting formally on your behalf

Complaints should be sent to:

Customer Relationships Manager
Landmark Information
Imperium
Imperial Way
Reading
RG2 0TD
Tel: 0844 844 9966
Email: helpdesk@landmark.co.uk
Fax: 0844 844 9980

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs):

Tel: 01722 333306,

Email: admin@tpos.co.uk

We will co-operate fully with the Ombudsman during an investigation and comply with his final decision.