

## Utilities - Some Key Contacts

Infrastructure & Service Providers & Operators	Address	Telephone / Email / Website
<b>Thames Water</b>	Thames Water, Developer Services, Clearwater Court, Vastern Road, Reading. RG1 8DB.	Tel: 0800 009 3921 Email: <a href="mailto:developer.services@thameswater.co.uk">developer.services@thameswater.co.uk</a> Web: <a href="https://developers.thameswater.co.uk/">https://developers.thameswater.co.uk/</a>
<b>Southern Water</b>	Developer Services, Southern Water Services Ltd., Sparrowgrove House, Sparrowgrove, Otterbourne, Hampshire. SO21 2SW.	Tel: 0330 303 0119 Email: <a href="mailto:developerservices@southernwater.co.uk">developerservices@southernwater.co.uk</a> Web: <a href="https://developerservices.southernwater.co.uk/">https://developerservices.southernwater.co.uk/</a>
<b>South East Water</b>	See website	Tel: 0333 000 0060 Email: <a href="mailto:developer.services@southeastwater.co.uk">developer.services@southeastwater.co.uk</a> Web: <a href="https://wholesale.southeastwater.co.uk/help-advice/developer-services/">https://wholesale.southeastwater.co.uk/help-advice/developer-services/</a>
<b>Scottish &amp; Southern Power Distribution</b>	See website	Tel: 0800 048 3516 Email: <a href="mailto:connections@ssen.co.uk">connections@ssen.co.uk</a> Web: <a href="http://www.ssen.co.uk/Connections/Developers/">www.ssen.co.uk/Connections/Developers/</a>
<b>British Gas</b>	See website	Tel: 0333 202 9580 Web: <a href="http://www.britishgas.co.uk/energy/gas-and-electricity/new-connections.html">www.britishgas.co.uk/energy/gas-and-electricity/new-connections.html</a>
<b>Southern Gas Network (SGN)</b>	SGN Connections, St Lawrence House, Station Approach, Horley, Surrey. RH6 9HJ.	Tel: 0800 912 1700 Email: <a href="mailto:ndsouth@sgn.co.uk">ndsouth@sgn.co.uk</a> Web: <a href="http://www.sgn.co.uk/Our-Services/01-SGN-Connections/">www.sgn.co.uk/Our-Services/01-SGN-Connections/</a>
<b>National Grid (Electricity)</b> - For planning application consultations, developer enquiries and advice on safety clearances	Asset Protection Team, National Grid Land and Development, PO Box 3484, Warwick. CV34 6TG.	Tel: 0800 731 2961 Web: <a href="http://www.nationalgridet.com/network-and-assets/planning-and-development">www.nationalgridet.com/network-and-assets/planning-and-development</a>
<b>National Grid (Electricity)</b> - For development plan document consultations, general town and country planning and amenity issues.	Land and Development Stakeholder and Policy Manager National Grid, National Grid House Warwick Technology Park, Gallows Hill, Warwick. CV34 6DA.	Tel: 01926 653000 Web: <a href="http://www.nationalgridet.com/network-and-assets/planning-and-development">www.nationalgridet.com/network-and-assets/planning-and-development</a>
<b>National Grid (Electricity)</b> - Working near our assets	See website	Tel: 0800 688 588 Email: <a href="mailto:plantprotection@nationalgrid.com">plantprotection@nationalgrid.com</a> Web: <a href="http://www.nationalgridet.com/network-and-assets/working-near-our-assets">www.nationalgridet.com/network-and-assets/working-near-our-assets</a>
<b>National Grid (Gas)</b> - Working near our assets	See website	Tel: 0800 688 588 Email: <a href="mailto:plantprotection@cadentgas.com">plantprotection@cadentgas.com</a> Web: <a href="http://www.nationalgridgas.com/land-and-assets/working-near-our-assets">www.nationalgridgas.com/land-and-assets/working-near-our-assets</a>
<b>British Pipeline Agency Limited (BPA)</b>	Landowner Services, BPA Lands Department, 5-7 Alexandra Road, Hemel Hempstead, Hertfordshire. HP2 5BS.	Tel: 0800 585 387 Email: <a href="mailto:lands@bpa.co.uk">lands@bpa.co.uk</a> Web: <a href="https://knowwhatsbelow.co.uk/contact/">https://knowwhatsbelow.co.uk/contact/</a>
<b>Openreach</b>	See website	Web: <a href="http://www.openreach.co.uk/orpg/home/contactus/newhomes/newhomes.do">www.openreach.co.uk/orpg/home/contactus/newhomes/newhomes.do</a>
<b>SSE Enterprise Telecoms</b>	SSE Asset Data Daneshill Industrial Estate, Basingstoke, Hampshire. RG24 8QQ.	Tel: 01256 337294 Email: <a href="mailto:asset.data@sse.com">asset.data@sse.com</a> Web: <a href="https://ssetelecoms.com/about-sse/our-network/plant-enquiries/">https://ssetelecoms.com/about-sse/our-network/plant-enquiries/</a>

## Utilities - Further Information

**GOV.UK - Better connected: a practical guide to utilities for home builders -**

[www.gov.uk/government/publications/better-connected-a-practical-guide-to-utilities-for-home-builders](http://www.gov.uk/government/publications/better-connected-a-practical-guide-to-utilities-for-home-builders)

**Street Works UK - Information on Street Works -** <http://streetworks.org.uk/resources/publications/>

**Street Works UK - The Positioning Of Underground Utilities Apparatus For New Development Sites -**

<http://streetworks.org.uk/wp-content/uploads/2016/09/V2-New-Development-Sites-Issue-4-29-10-2013.pdf>

**Designing Buildings Wiki - Utilities for construction and operation -** [www.designingbuildings.co.uk/wiki/Utilities\\_for\\_construction\\_and\\_operation](http://www.designingbuildings.co.uk/wiki/Utilities_for_construction_and_operation)

**Energy Networks Association - Who is my Network Operator? -** [www.energynetworks.org/info/faqs/who-is-my-network-operator.html](http://www.energynetworks.org/info/faqs/who-is-my-network-operator.html)

**NFDC - Disconnection of Services - for Demolition and Refurbishment Work Places -**

<https://demolition-nfdc.com/download/disconnection-of-services/>

## Health & Safety

**HSE - Avoiding danger from underground services -** [www.hse.gov.uk/pubns/books/hsg47.htm](http://www.hse.gov.uk/pubns/books/hsg47.htm)

**HSE - Pipeline networks 'Dial before you dig' information -** [www.hse.gov.uk/pipelines/mahpinfosheet.pdf](http://www.hse.gov.uk/pipelines/mahpinfosheet.pdf)

**Health & Safety Authority - Code of Practice for Avoiding Danger from Underground Services -**

[www.hsa.ie/eng/Publications\\_and\\_Forms/Publications/Construction/Code\\_of\\_Practice\\_for\\_Avoiding\\_Danger\\_from\\_Underground\\_Services\\_.html](http://www.hsa.ie/eng/Publications_and_Forms/Publications/Construction/Code_of_Practice_for_Avoiding_Danger_from_Underground_Services_.html)

**HSE - Avoiding danger from overhead power lines -** <http://www.hse.gov.uk/pubns/g6.htm>

## Electricity

**Ofgem - How to get an electricity connection -** [www.ofgem.gov.uk/publications-and-updates/how-get-electricity-connection](http://www.ofgem.gov.uk/publications-and-updates/how-get-electricity-connection)

**Ofgem - A guide to electricity distribution connections policy -**

[www.ofgem.gov.uk/publications-and-updates/guide-electricity-distribution-connections-policy](http://www.ofgem.gov.uk/publications-and-updates/guide-electricity-distribution-connections-policy)

**SSEN - Connections - useful documents -** [www.ssen.co.uk/connections/usefuldocuments/](http://www.ssen.co.uk/connections/usefuldocuments/)

**SSEN - Contact us -** [www.ssen.co.uk/Contactus/](http://www.ssen.co.uk/Contactus/)

**SSEN - Safety and overhead lines -** [www.ssen.co.uk/WorkingSafely/](http://www.ssen.co.uk/WorkingSafely/)

**National Grid - Network and assets -** [www.nationalgridet.com/network-and-assets](http://www.nationalgridet.com/network-and-assets)

**National Grid - Network route map -** [www.nationalgridet.com/network-and-assets/network-route-maps](http://www.nationalgridet.com/network-and-assets/network-route-maps)

**National Grid - Design guidelines for development near pylons and high voltage overhead power lines -** [www.nationalgridet.com/document/130626/download](http://www.nationalgridet.com/document/130626/download)

**National Grid - Third-party guidance for working near National Grid Electricity Transmission equipment -**

[www.nationalgridet.com/document/82926/download](http://www.nationalgridet.com/document/82926/download)

## Gas

**SGN - New connections -** [www.sgn.co.uk/Our-Services/01-SGN-Connections/03-SGN-Connections/](http://www.sgn.co.uk/Our-Services/01-SGN-Connections/03-SGN-Connections/)

**SGN - Plant Protection -** [www.sgn.co.uk/Contact-SGN/Plant-Protection/](http://www.sgn.co.uk/Contact-SGN/Plant-Protection/)

**SGN - Information for infrastructure developer -**

[www.sgn.co.uk/uploadedFiles/Marketing/Pages/Publications/Docs-Infrastructure-Development/Accessing-Our-Service-180314.pdf](http://www.sgn.co.uk/uploadedFiles/Marketing/Pages/Publications/Docs-Infrastructure-Development/Accessing-Our-Service-180314.pdf)

**National Grid - Working near our assets -** [www.nationalgridgas.com/land-and-assets/working-near-our-assets](http://www.nationalgridgas.com/land-and-assets/working-near-our-assets)

**National Grid - Network maps -** [www.nationalgridgas.com/land-and-assets/network-route-maps](http://www.nationalgridgas.com/land-and-assets/network-route-maps)

**Energy Networks Association - Gas Distribution Map -** [www.energynetworks.org/info/faqs/gas-distribution-map.html](http://www.energynetworks.org/info/faqs/gas-distribution-map.html)

## Water

**Water UK - Find your local water supplier -** [www.water.org.uk/advice-for-customers/find-your-supplier/](http://www.water.org.uk/advice-for-customers/find-your-supplier/)

**Water UK - Developer services -** [www.water.org.uk/technical-guidance/developers-services/](http://www.water.org.uk/technical-guidance/developers-services/)

**Water UK - Technical guidance -** [www.water.org.uk/technical-guidance/](http://www.water.org.uk/technical-guidance/)

**Water UK - Best practice -** [www.water.org.uk/technical-guidance/developers-services/best-practice/](http://www.water.org.uk/technical-guidance/developers-services/best-practice/)

**Water UK - Water mains – best practice design principles -** [www.water.org.uk/guidance/water-mains-best-practice-design-principles/](http://www.water.org.uk/guidance/water-mains-best-practice-design-principles/)

**Ofwat - Connections market -** [www.ofwat.gov.uk/regulated-companies/markets/connections-market/](http://www.ofwat.gov.uk/regulated-companies/markets/connections-market/)

<b>Ofwat - Getting a water supply connection</b> - <a href="http://www.ofwat.gov.uk/households/supply-and-standards/getting-a-connection/">www.ofwat.gov.uk/households/supply-and-standards/getting-a-connection/</a>
<b>Ofwat - Responsibility for pipes and pumping stations</b> - <a href="http://www.ofwat.gov.uk/households/supply-and-standards/supply-pipes/">www.ofwat.gov.uk/households/supply-and-standards/supply-pipes/</a>
<b>South East Water - Revised water resources management plan 2019</b> - <a href="https://corporate.southeastwater.co.uk/about-us/our-plans/water-resources-management-plan-2019">https://corporate.southeastwater.co.uk/about-us/our-plans/water-resources-management-plan-2019</a>
<b>South East Water - Developer services</b> - <a href="https://wholesale.southeastwater.co.uk/help-advice/developer-services/">https://wholesale.southeastwater.co.uk/help-advice/developer-services/</a>
<b>Southern Water - Developers &amp; Builders</b> - <a href="https://developerservices.southernwater.co.uk/">https://developerservices.southernwater.co.uk/</a>
<b>Southern Water - Pre-development enquiry - Public Foul and/or Surface Water</b> - <a href="https://developerservices.southernwater.co.uk/CapacityCheck/PreDevelopment">https://developerservices.southernwater.co.uk/CapacityCheck/PreDevelopment</a>
<b>Southern Water - New or replacement water supply</b> - <a href="https://developerservices.southernwater.co.uk/WaterConnection/ApplicationForm">https://developerservices.southernwater.co.uk/WaterConnection/ApplicationForm</a>
<b>Southern Water - Fire sprinkler systems</b> - <a href="https://developerservices.southernwater.co.uk/WaterConnection/ApplicationForm">https://developerservices.southernwater.co.uk/WaterConnection/ApplicationForm</a>
<b>Southern Water - Technical Advisories</b> - <a href="https://beta.southernwater.co.uk/technical-advisories">https://beta.southernwater.co.uk/technical-advisories</a>
<b>Thames Water - Building and developing</b> - <a href="http://www.southernwater.co.uk/Media/Default/PDFs/FireSprinklerSystems.pdf">www.southernwater.co.uk/Media/Default/PDFs/FireSprinklerSystems.pdf</a>
<b>Thames Water - Water and wastewater capacity - Pre-planning enquiries</b> - <a href="https://developers.thameswater.co.uk/Developing-a-large-site/Planning-your-development/Water-and-wastewater-capacity">https://developers.thameswater.co.uk/Developing-a-large-site/Planning-your-development/Water-and-wastewater-capacity</a>
<b>Thames Water - Water and wastewater capacity - Pre-planning enquiries - Guidance</b> - <a href="https://developers.thameswater.co.uk/-/media/Site-Content/Developer-Services/Domestic-and-small-commercial/Water-supply/New-or-replacement-water-supply/How-to-get-a-quote-for-a-water-connection/Pre-planning-enquiry-process.pdf?la=en">https://developers.thameswater.co.uk/-/media/Site-Content/Developer-Services/Domestic-and-small-commercial/Water-supply/New-or-replacement-water-supply/How-to-get-a-quote-for-a-water-connection/Pre-planning-enquiry-process.pdf?la=en</a>
<b>Thames Water - Getting you connected</b> - <a href="https://developers.thameswater.co.uk/Domestic-and-small-commercial/Wastewater/Getting-you-connected">https://developers.thameswater.co.uk/Domestic-and-small-commercial/Wastewater/Getting-you-connected</a>
<b>Thames Water - Building over or near a sewer</b> - <a href="https://developers.thameswater.co.uk/Domestic-and-small-commercial/Building-near-pipes/Building-over-or-near-a-sewer">https://developers.thameswater.co.uk/Domestic-and-small-commercial/Building-near-pipes/Building-over-or-near-a-sewer</a>
<b>Utilities Location Information</b>
<b>National Grid - Network route maps</b> - <a href="http://www.nationalgridet.com/network-and-assets/network-route-maps">www.nationalgridet.com/network-and-assets/network-route-maps</a>
<b>Energy Network Association - Dial Before You Dig</b> - <a href="http://www.energynetworks.org/news/public-information/dial-before-you-dig.html">www.energynetworks.org/news/public-information/dial-before-you-dig.html</a>
<b>LinesearchbeforeUdig</b> - <a href="http://www.linesearchbeforeudig.co.uk/">www.linesearchbeforeudig.co.uk/</a>
<b>digdat</b> - <a href="http://www.digdat.co.uk/">www.digdat.co.uk/</a>
<b>roadworks.org</b> - <a href="https://roadworks.org/">https://roadworks.org/</a>
<b>Telecommunications</b>
<b>BDBC - Superfast broadband for Basingstoke</b> - <a href="http://www.basingstoke.gov.uk/broadband">www.basingstoke.gov.uk/broadband</a>
<b>Hampshire Superfast Broadband</b> - <a href="http://www.hampshiresuperfastbroadband.com/">www.hampshiresuperfastbroadband.com/</a>
<b>Hampshire Superfast Broadband - Property Developers and Planning Authorities</b> - <a href="http://www.hampshiresuperfastbroadband.com/new-build-sites/new-sites">www.hampshiresuperfastbroadband.com/new-build-sites/new-sites</a>
<b>Data Ducting Infrastructure for New Homes</b> - <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/11496/dataducting.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/11496/dataducting.pdf</a>
<b>Next generation access for new build homes – Guide</b> - <a href="https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/78511/10-1339-pas-2016-next-generation-access-new-build-guide.pdf">https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/78511/10-1339-pas-2016-next-generation-access-new-build-guide.pdf</a>
<b>Openreach - Finding and identifying Openreach equipment</b> - <a href="http://www.openreach.com/network-services/locating-our-network">www.openreach.com/network-services/locating-our-network</a>
<b>Openreach - Registering your site</b> - <a href="http://www.openreach.com/fibre-broadband/fibre-for-developers/registering-your-site">www.openreach.com/fibre-broadband/fibre-for-developers/registering-your-site</a>
<b>Openreach - Fibre for developers</b> - <a href="http://www.openreach.com/fibre-broadband/fibre-for-developers/">www.openreach.com/fibre-broadband/fibre-for-developers/</a>
<b>Openreach - Fibre First</b> - <a href="http://www.openreach.com/fibre-broadband/fibre-first">www.openreach.com/fibre-broadband/fibre-first</a>
<b>Mast Data - Mobile telecommunications Mast and Basestation Locations</b> - <a href="http://www.mastdata.com">www.mastdata.com</a>
<b>GTC - House builders - Fibre to The Home</b> - <a href="http://www.gtc-uk.co.uk/house-builders/fibre-to-the-home">www.gtc-uk.co.uk/house-builders/fibre-to-the-home</a>
<b>Hyperoptic - Property Owners &amp; Developer</b> - <a href="http://www.hyperoptic.com/property/?sectors">www.hyperoptic.com/property/?sectors</a>
<b>SSE Enterprise - Telecom - Network Map</b> - <a href="https://ssetelecoms.com/about-sse/our-network/interactive-network-map/">https://ssetelecoms.com/about-sse/our-network/interactive-network-map/</a>
<b>Virgin Media - Development</b> - <a href="http://www.virginmedia.com/lightning/network-expansion/property-developers">www.virginmedia.com/lightning/network-expansion/property-developers</a>

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*The above information and links are provided for reference purposes only (this is not a definitive list) as viewed on 15 July 2019. Therefore, all users, applicants, developers, landowners, etc., are responsible for undertaking their own independent investigations, for ensuring that they have identified all affected plant, utilities and services, and for following all associated requirements of these organisations, relevant legislation, etc.*