

Utilities - Some Key Contacts

Infrastructure & Service Providers & Operators	Address	Telephone / Email / Website
Thames Water	Thames Water, Developer Services, Clearwater Court, Vastern Road, Reading. RG1 8DB.	Tel: 0800 009 3921 Email: developer.services@thameswater.co.uk Web: https://developers.thameswater.co.uk/
Southern Water	Developer Services, Southern Water Services Ltd., Sparrowgrove House, Sparrowgrove, Otterbourne, Hampshire. SO21 2SW.	Tel: 0330 303 0119 Email: developerservices@southernwater.co.uk Web: https://developerservices.southernwater.co.uk/
South East Water	See website	Tel: 0333 000 0060 Email: developer.services@southeastwater.co.uk Web: https://wholesale.southeastwater.co.uk/help-advice/developer-services/
Scottish & Southern Power Distribution	See website	Tel: 0800 048 3516 Email: connections@ssen.co.uk Web: www.ssen.co.uk/Connections/Developers/
British Gas	See website	Tel: 0333 202 9580 Web: www.britishgas.co.uk/energy/gas-and-electricity/new-connections.html
Southern Gas Network (SGN)	SGN Connections, St Lawrence House, Station Approach, Horley, Surrey. RH6 9HJ.	Tel: 0800 912 1700 Email: ndsouth@sgn.co.uk Web: www.sgn.co.uk/Our-Services/01-SGN-Connections/
National Grid (Electricity) - 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: www.nationalgridet.com/network-and-assets/planning-and-development
National Grid (Electricity) - 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: www.nationalgridet.com/network-and-assets/planning-and-development
National Grid (Electricity) - Working near our assets	See website	Tel: 0800 688 588 Email: plantprotection@nationalgrid.com Web: www.nationalgridet.com/network-and-assets/working-near-our-assets
National Grid (Gas) - Working near our assets	See website	Tel: 0800 688 588 Email: plantprotection@cadentgas.com Web: www.nationalgridgas.com/land-and-assets/working-near-our-assets
British Pipeline Agency Limited (BPA)	Landowner Services, BPA Lands Department, 5-7 Alexandra Road, Hemel Hempstead, Hertfordshire. HP2 5BS.	Tel: 0800 585 387 Email: lands@bpa.co.uk Web: https://knowwhatsbelow.co.uk/contact/
Openreach	See website	Web: www.openreach.co.uk/orpg/home/contactus/newhomes/newhomes.do
SSE Enterprise Telecoms	SSE Asset Data Daneshill Industrial Estate, Basingstoke, Hampshire. RG24 8QQ.	Tel: 01256 337294 Email: asset.data@sse.com Web: https://ssetelecoms.com/about-sse/our-network/plant-enquiries/

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

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

Energy Networks Association - Who is my Network Operator? - 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

HSE - Pipeline networks 'Dial before you dig' information - 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

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

Ofgem - A guide to electricity distribution connections policy - www.ofgem.gov.uk/publications-and-updates/guide-electricity-distribution-connections-policy

SSEN - Connections - useful documents - www.ssen.co.uk/connections/usefuldocuments/

SSEN - Contact us - www.ssen.co.uk/Contactus/

SSEN - Safety and overhead lines - www.ssen.co.uk/WorkingSafely/

National Grid - Network and assets - www.nationalgridet.com/network-and-assets

National Grid - Network route map - www.nationalgridet.com/network-and-assets/network-route-maps

National Grid - Design guidelines for development near pylons and high voltage overhead power lines - [ww.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

Gas

SGN - New connections - www.sgn.co.uk/Our-Services/01-SGN-Connections/03-SGN-Connections/

SGN - Plant Protection - 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

National Grid - Working near our assets - www.nationalgridgas.com/land-and-assets/working-near-our-assets

National Grid - Network maps - www.nationalgridgas.com/land-and-assets/network-route-maps

Energy Networks Association - Gas Distribution Map - 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/

Water UK - Developer services - www.water.org.uk/technical-guidance/developers-services/

Water UK - Technical guidance - www.water.org.uk/technical-guidance/

Water UK - Best practice - 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/

Ofwat - Connections market - www.ofwat.gov.uk/regulated-companies/markets/connections-market/

Ofwat - Getting a water supply connection - www.ofwat.gov.uk/households/supply-and-standards/getting-a-connection/

Ofwat - Responsibility for pipes and pumping stations - www.ofwat.gov.uk/households/supply-and-standards/supply-pipes/

South East Water - Revised water resources management plan 2019
<https://corporate.southeastwater.co.uk/about-us/our-plans/water-resources-management-plan-2019>

South East Water - Developer services - <https://wholesale.southeastwater.co.uk/help-advice/developer-services/>

Southern Water - Developers & Builders - <https://developerservices.southernwater.co.uk/>

Southern Water - Pre-development enquiry - Public Foul and/or Surface Water -<https://developerservices.southernwater.co.uk/CapacityCheck/PreDevelopment>

Southern Water - New or replacement water supply - <https://developerservices.southernwater.co.uk/WaterConnection/ApplicationForm>

Southern Water - Fire sprinkler systems - <https://developerservices.southernwater.co.uk/WaterConnection/ApplicationForm>

Southern Water - Technical Advisories - <https://beta.southernwater.co.uk/technical-advisories>

Thames Water - Building and developing - www.southernwater.co.uk/Media/Default/PDFs/FireSprinklerSystems.pdf

Thames Water - Water and wastewater capacity - Pre-planning enquiries
<https://developers.thameswater.co.uk/Developing-a-large-site/Planning-your-development/Water-and-wastewater-capacity>

Thames Water - Water and wastewater capacity - Pre-planning enquiries - Guidance
<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>

Thames Water - Getting you connected - <https://developers.thameswater.co.uk/Domestic-and-small-commercial/Wastewater/Getting-you-connected>

Thames Water - Building over or near a sewer
<https://developers.thameswater.co.uk/Domestic-and-small-commercial/Building-near-pipes/Building-over-or-near-a-sewer>

Utilities Location Information

National Grid - Network route maps - www.nationalgridet.com/network-and-assets/network-route-maps

Energy Network Association - Dial Before You Dig - www.energynetworks.org/news/public-information/dial-before-you-dig.html

LinesearchbeforeUdig - www.linesearchbeforeudig.co.uk/

digdat - www.digdat.co.uk/

roadworks.org - <https://roadworks.org/>

Telecommunications

BDBC - Superfast broadband for Basingstoke - www.basingstoke.gov.uk/broadband

Hampshire Superfast Broadband - www.hampshiresuperfastbroadband.com/

Hampshire Superfast Broadband - Property Developers and Planning Authorities
www.hampshiresuperfastbroadband.com/new-build-sites/new-sites

Data Ducting Infrastructure for New Homes
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/11496/dataducting.pdf

Next generation access for new build homes – Guide - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/78511/101339-pas-2016-next-generation-access-new-build-guide.pdf

Openreach - Finding and identifying Openreach equipment - www.openreach.com/network-services/locating-our-network

Openreach - Registering your site - www.openreach.com/fibre-broadband/fibre-for-developers/registering-your-site

Openreach - Fibre for developers - www.openreach.com/fibre-broadband/fibre-for-developers/

Openreach - Fibre First - www.openreach.com/fibre-broadband/fibre-first

Mast Data - Mobile telecommunications Mast and Basestation Locations - www.mastdata.com

GTC - House builders - Fibre to The Home - www.gtc-uk.co.uk/house-builders/fibre-to-the-home

Hyperoptic - Property Owners & Developer - www.hyperoptic.com/property/?sectors

SSE Enterprise - Telecom - Network Map - <https://ssetelecoms.com/about-sse/our-network/interactive-network-map/>

Virgin Media - Development - www.virginmedia.com/lightning/network-expansion/property-developers

Disclaimer:
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.