

# CROSS-SECTOR INFRASTRUCTURE ACCESS STATEMENT

April 2016

## INTRODUCTION

Construction activity in the vicinity of our apparatus is strictly regulated, not only to reduce the risk of damage to our pipework, but also to ensure that we can always have access so that we can carry out repairs or alterations should they be required. If you are constructing something, whether a building, a pipeline, a cable, a road or even major planting, over or near to any of our mains, or otherwise obstructing our access, then the main may need to be diverted.

Our mains carry water under pressure – some of them at high pressure. If they are damaged or disturbed leading to failure, the resulting damage to structures/properties situated on top of, or in close proximity to them, can be considerable. Construction activities such as reducing ground levels above a main, or excavating a trench over, under or parallel to a main, can cause damage or failure. Increasing cover can make it more difficult to find and to work on a main, and this can be crucial in the event of emergency repairs. Even the erection of site hoardings which result in our main being behind locked gates (or worse, beneath scaffolding, cranes or temporary structures) can have serious implications.

## GENERAL PROCESS

The process (and, in some cases, the costs) for applying and paying for mains diversions will vary depending upon which category of applicant you fall within (as below) and the size of main to be diverted.

**Anyone** requiring basic advice concerning a diversion should send a suitable plan to our **Developer Interface Team** showing the extent and location of the site and their proposals, including details of all proposed construction as well as changes in ground level. We will provide an extract from our GIS record indicating the location of our apparatus; provide advice about whether our mains will need to be diverted or whether further information is required (either from you or via investigatory works) before we are able to ascertain this, and give an indication of the cost of any investigatory works (if applicable). There is no application fee for this service. We aim to respond within 21 calendar days.

**Highway and transport authorities** should contact our **Developer Interface Team**. The process will follow that laid down in the **NRSWA Code of Practice – “Measures necessary where apparatus is affected by major works (diversionary works)”**. There is no application fee but costs of diversions will be calculated in accordance with this Code. Timescales for responses at each stage are also set out in the Code.

**Utilities** should contact our **Developer Interface Team**. There is no application fee but costs of diversions will be 100% rechargeable to the utility requesting the diversion.

**Developers and house/land owners** who are proposing to carry out construction work should contact our **Developer Interface Team**. If a diversion is required in conjunction with new mains for a development, it will normally be dealt with as part of the process of providing those new mains and should be referred to on the **Application for mains and services** form. However, if no new mains are required for the development, applicants

should complete and submit the relevant **Application form 3D**. Normally the full costs of carrying out a diversion will be rechargeable to the person requesting it.

**Self lay organisations (SLOs)** are able to carry out some parts of most mains diversions. If a developer has requested an SLO to carry out a diversion on their behalf, then the SLO should contact **Development Services**. If an application form has not been completed by the developer, the SLO should complete and submit **Application form 4D**. There will be no asset payment made for any of the work carried out by the SLO, and Bristol Water will require payment for any non-contestable work it carries out, such as the end connections and the abandonment of the existing main.

## DETAILED PROCESS

Basic Advice on a Diversion	
To receive the service, please provide:	Bristol Water will provide:
<ul style="list-style-type: none"> <li>a suitable plan showing the extent and location of the site and your proposals. You should include details of all proposed construction, as well as any changes in ground level or surface.</li> </ul>	<ul style="list-style-type: none"> <li>an extract of our GIS record indicating the location of company apparatus;</li> <li>advice about whether our mains will need to be diverted or whether further information is required (either from you or via investigatory works) before we are able to ascertain this.</li> <li>an indication of the cost of any investigatory works (if applicable)</li> </ul> <p><i>Target time: 21 days</i></p>
<i>Application Fee: None</i>	

<b>Design of Mains Diversion</b>	
<p>To receive the service, please provide:</p> <ul style="list-style-type: none"> <li>• a detailed site layout (preferably to a scale of 1:500) showing service strips, adopted highways and all proposed structures;</li> <li>• details of any proposals to either increase or decrease the cover or change the surface over any of our mains, either temporarily or permanently, (where applicable);</li> <li>• details of any abnormal loads that will be placed on our mains during your works, e.g. site traffic, especially in cases where the cover has been reduced (where applicable);</li> <li>• payment of the appropriate application fee (if a fee has not already been paid in relation to new mains);</li> <li>• payment to cover the cost of any required investigatory works, e.g. trial holes (where applicable and as advised).</li> </ul>	<p>Bristol Water will provide:</p> <p>either</p> <ul style="list-style-type: none"> <li>• a mains design layout;</li> <li>• details of the likely cost of any diversionary works;</li> <li>• specification for any trench to be provided by the applicant, and</li> <li>• confirmation of what you need to do next;</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• confirmation that our mains will not be affected by your proposals.</li> </ul> <p><i>Target time: 28 days</i></p>
<p>Application Fee: £360+VAT, or as notified for mains greater than 300 mm internal diameter or for more extensive diversions</p>	

<b>Commencement of diversionary work on-site</b>	
<p>To receive the service, please:</p> <ul style="list-style-type: none"> <li>• provide a written instruction to proceed;</li> <li>• provide payment of the deposit;</li> <li>• provide details of your Construction (Design &amp; Management) Regulations (CDM) Principal Designer and Principal Contractor, where applicable;</li> <li>• provide site contact details and a programme for the main laying works (where applicable);</li> <li>• contact our Developer Interface Team to arrange for the works to be included in the mainlaying programme;</li> <li>• provide a signed Indemnity Form (where applicable);</li> <li>• provide pre-excavated trenches for the mains diversion, with unrestricted access for the mainlaying operations on the agreed dates (where applicable);</li> <li>• where excavation by us is required, ensure that there is unrestricted access for excavation operations on the agreed date, where applicable.</li> </ul>	<p>Bristol Water will:</p> <ul style="list-style-type: none"> <li>• provide a written acknowledgement of receipt of the instruction/contribution;</li> </ul> <p><i>Target time: 5 days</i></p> <ul style="list-style-type: none"> <li>• attend site to meet with your site agent and discuss the mainlaying (where applicable);</li> </ul> <p><i>Target time: 14 days from when you contact our Developer Interface Team</i></p> <ul style="list-style-type: none"> <li>• commence diversion of the existing water main(s).</li> </ul> <p><i>Target time: 8 weeks from receipt of payment</i></p>

## POINTS OF CONTACT

Highway and transport authorities, utilities, developers and individuals should contact:

**Developer Interface Team** Bristol Water plc, Bridgwater Road, Bristol BS13 7AT

[developer.interface@bristolwater.co.uk](mailto:developer.interface@bristolwater.co.uk)

Self-lay organisations should contact:

**Development Services** Bristol Water plc, Bridgwater Road, Bristol BS13

7AT [development.services@bristolwater.co.uk](mailto:development.services@bristolwater.co.uk)

## APPLICATION FEES

Basic advice is provided free of charge, as are plans showing the location of our apparatus.

The design and costing of simple diversions of mains up to 300mm internal diameter are subject to a fee of **£360** + VAT. Payment should be included with the enquiry. More extensive diversions could cost more to design – we will inform you following receipt of your application if this is likely to be the case.

Fees relating to the provision of a preliminary design and budget estimate for the diversion of larger mains (generally those over 300mm internal diameter) are determined on a case by case basis, following receipt of the request and relevant details. Such fees normally start at **£2,500** + VAT.

Where a material amendment is required to a mains design or quotation, or where a quotation needs updating, a fee of between **£100** + VAT and the relevant initial fee will be payable. The amount will be related to the extent of the work required and will be calculated following receipt of the request.

Sometimes investigation may be required on site to determine the location (line and/or depth) of our apparatus, and there may be a charge for this. The charge will be determined following receipt of an application.

## **CLEARANCE REQUIREMENTS**

Mains laid in both private and public land are normally protected by the Water Industry Act, or may be subject to easements or agreements. These generally create sterilised areas of land within which development is severely restricted, or prohibited completely. The main may not be laid along the centre line of the sterilised area which can, therefore, extend an unequal distance on each side of the main. The width of the sterilised area will have been kept to the minimum possible to allow us to gain access and work on the pipe if required. Total widths can vary with each main, but widths are normally as follows:

(i)	Mains of external diameter up to 169 mm	5 metres
(ii)	170 mm to 299 mm	6 metres
(iii)	300 mm to 449 mm	8 metres
(iv)	450 mm to 649 mm	10 metres
(v)	650 mm or greater	12 metres

The minimum distance from the centreline of the pipe to the foundation of a structure (eg a house, extension, barn, garage) should be half the sterilised width.

There should also be a minimum of 500 mm between the outside diameter of the water main and any boundary wall foundations, fences etc for mains up to 299 mm outside diameter. Details for larger diameter mains will be confirmed on an individual basis taking account of depth, location, access etc.

If you are the owner of land through which our main has been laid and you wish to develop the land, s185 of the Water Industry Act makes provision for you to ask us to alter or remove the pipe at your expense. If the request is not unreasonable we have a duty to comply.

In other cases, (ie for mains not laid within a sterilised area, generally those laid in a street as defined in the New Roads and Street Works Act) the distance between the outside diameter of the main and the foundation of any structure (eg house, extension, barn, garage) should be at least:

(i)	Mains of external diameter up to 169 mm diameter	1.5 metres
(ii)	170 mm to 299 mm	2 metres
(iii)	300 mm to 449 mm	3 metres
(iv)	450 mm and greater	4 metres

## **DISPUTE RESOLUTION**

If you have a complaint about how your enquiry or request for diversion of our apparatus has been dealt with you should contact us by telephone, letter or email.

If you are not satisfied with our response, ask for a review of your complaint – this will be carried out by a senior manager.

If you have followed our complaints process but are still unhappy, the Consumer Council for Water (CCW) offers free independent advice or, in cases related to any charges we have made, you can contact the Water Services Regulation Authority (Ofwat).

Contact details are as follow:

### **Bristol Water plc**

Operational Customer Services  
Bridgwater Road  
Bristol  
BS13 7AT  
Tel. **0345 702 3797**  
email [customer.services@bristolwater.co.uk](mailto:customer.services@bristolwater.co.uk)

### **Consumer Council for Water**

c/o 1<sup>st</sup> Floor  
Victoria Square House  
Victoria Square  
Birmingham  
B2 4AJ  
Tel. **0300 034 2222**  
Web site: [www.ccwater.org.uk](http://www.ccwater.org.uk)

### **Water Services Regulation Authority**

Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA  
Tel. **0121 644 7500**  
email [enquiries@ofwat.gsi.gov.uk](mailto:enquiries@ofwat.gsi.gov.uk)