









# Utilities Report

## Utility Type

	Electricity	AFFECTED
	Gas	AFFECTED
	Water and Sewerage	AFFECTED
	Telecoms	AFFECTED
	Other	AFFECTED

## Report Information

	Works Description: Legal Conveyancing
	This is Batch A - Responses Enclosed
	Complete - Please see 'Understanding This Report'

This report is issued for the site described as:

Site off Magdala Road, Isleworth, London

Report Reference:

197506199\_1

National Grid Reference:

516380 175640

Customer Reference:

LM / 74456

Report Date:

11 April 2019

## CONTACT DETAILS

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

**0844 844 9966**

-----  
or by email at:

[helpdesk@landmark.co.uk](mailto: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.

### 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.

### Response Times

We endeavour to obtain as much of the information as possible within the timescale of this report. Unfortunately, there are occasions when the response times of the utility companies mean we do not receive all information within the chosen timescale.

In these scenarios we will send all the information that is available as a first report. When we receive any remaining responses, the report will be re-issued in full incorporating the new information. This will continue until the report is complete. The front page of the report will confirm the batch (e.g. A, B or C) and whether responses are outstanding.

### Terms and Conditions

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

Please note that Utility reports have a validity of 3 months from the date of purchase.

If you experience difficulties accessing our Terms and Conditions, please copy and paste the link directly into your browser, you will then be able to access our Terms and Conditions from there. Should you still experience difficulties, please telephone our Customer Service Team on 0844 844 9966.

### Next Steps:

For any queries regarding the report content, or help with the report, contact your Landmark Customer Services team.

# Utilities Report



## Landmark Utilities Report Service PAS 128 Statement

Prepared for: **Landmark Information Group Ltd**

Practitioner: Atkins

Order Number: 74456

Site Name: Site off Magdala Road, Isleworth, London

Date of Order: 18 March 2019

Date of Issue: 11 April 2019

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.

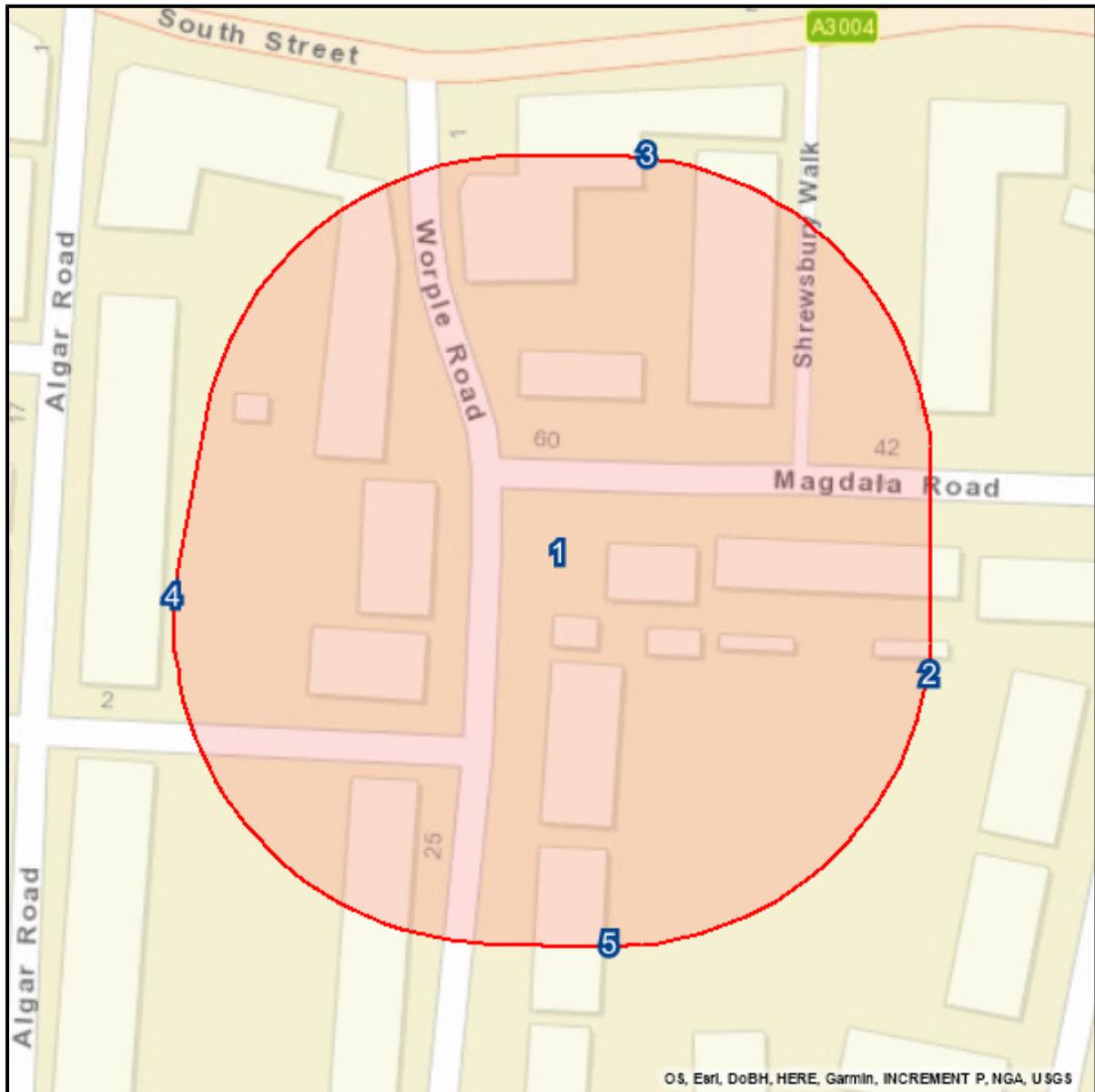
Information relating to the presence of Radio Frequency Identification Devices (RFIDs) has been requested from relevant utility companies or taken from mapping systems where available.

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.

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

Checked by PS



## Overview of Site

Please ensure that the search data covers the **COMPLETE AREA** within the boundary lines on this map. (marked by: ---)

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

REFERENCE: 74456

SITE: Site off Magdala Road, Isleworth, London

POST CODES:

1) TW7 7AZ; 2) TW7 7DD; 3) TW7 7DE; 4) TW7 7AH; 5) TW7 7AT;

SITE SIZE: 1.22 ha

MAP SCALE: 1:1000

COORDINATES:

1) E: 516378, N: 175645; 2) E: 516436, N: 175626; 3) E: 516392, N: 175707; 4) E: 516318, N: 175638; 5) E: 516386, N: 175584;

Site off Magdala Road, Isleworth, London

TW7 7DD

OSGR: 516380 175640

Date Requested: 18 March 2019

Client Reference:

197506199\_1

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

Utility	Category	Date Issued	Late Response Issue Date	Notes
Cadent Gas Ltd	Gas	11 April 2019		
Environment Agency	Environmental Agency	11 April 2019		See response.
LinesearchbeforeUdig	Other	11 April 2019		ESP Utilities Group - Identified as affected. See separate response.
Openreach - [British Telecommunications]	Telecom	11 April 2019		
Scottish and Southern Electricity	Telecom, Gas, Electric, Water, Sewerage, Steam	11 April 2019		
SKY Telecommunications Services	Telecom	11 April 2019		
Utility Assets	Electric	11 April 2019		See response.
Virgin Media	Telecom	11 April 2019		
Vodafone	Telecom	11 April 2019		See response.

**No Response Received** We are still awaiting a full response from the following companies.

Utility	Category	Date Issued	Late Response Issue Date	Notes
London Borough of Hounslow	Council			
London Underground	Rail			Not ordered as requested*
Water and Sewer	Water, Sewerage			Not ordered as requested*

\* You have ordered a report without the water and drainage plans and we are assuming this is because you are ordering a CON 0029 to replace them. If it is the case that you need water and drainage plans then you will need to order the correct report.

\* You have ordered a report without London Underground Ltd plans due to the nature of your works. An additional search of London Underground Ltd is available on request from £200 + VAT from your search provider customer services team.

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

Utility	Category	Date Issued	Late Response Issue Date	Notes
C.A. Telecom UK - [Colt Technology Services]	Telecom	11 April 2019		
CityFibre	Telecom	11 April 2019		Website used.
Energetics	Gas, Electric	11 April 2019		
ESP Utilities Group	Gas, Electric	11 April 2019		
GTC	Telecom, Gas, Electric, Water	11 April 2019		
Instalcom - [CenturyLink, Global Crossing, Fibernet & Fiberspan]	Telecom	11 April 2019		
London Underground - Power Distribution	Rail	11 April 2019		
Network Rail	Rail	11 April 2019		
Trafficmaster	Highways	11 April 2019		Website used.
Transport for London	Highways	11 April 2019		
Verizon	Telecom	11 April 2019		

Checked and Validated By AB

Date 11 April 2019

## Definition of Terms

**Affected** - Utility supplier is expected to be affected by any work carried out in the area searched as their records indicate their plant is in or close to the area searched. It is recommended to anybody carrying out works in the area that they should consult with the utility company as soon as possible and in any event prior to carrying out any works.

**No Response Received** - At the date of sending the report no response has been received from the utility supplier.

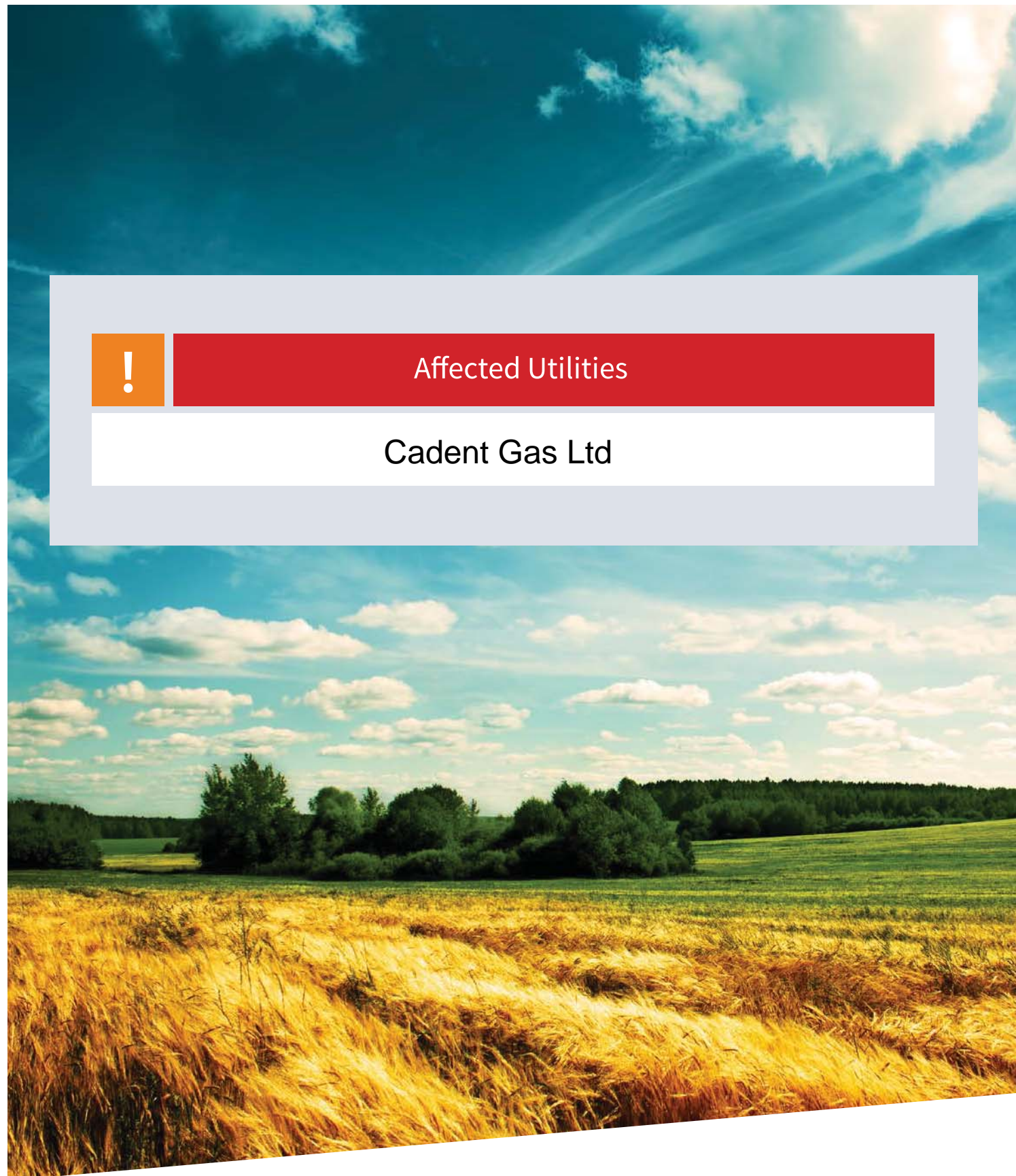
**Not Affected** - Utility supplier is not expected to be affected by any work carried out in the area searched as their records indicate their plant is not in or close to the area searched.

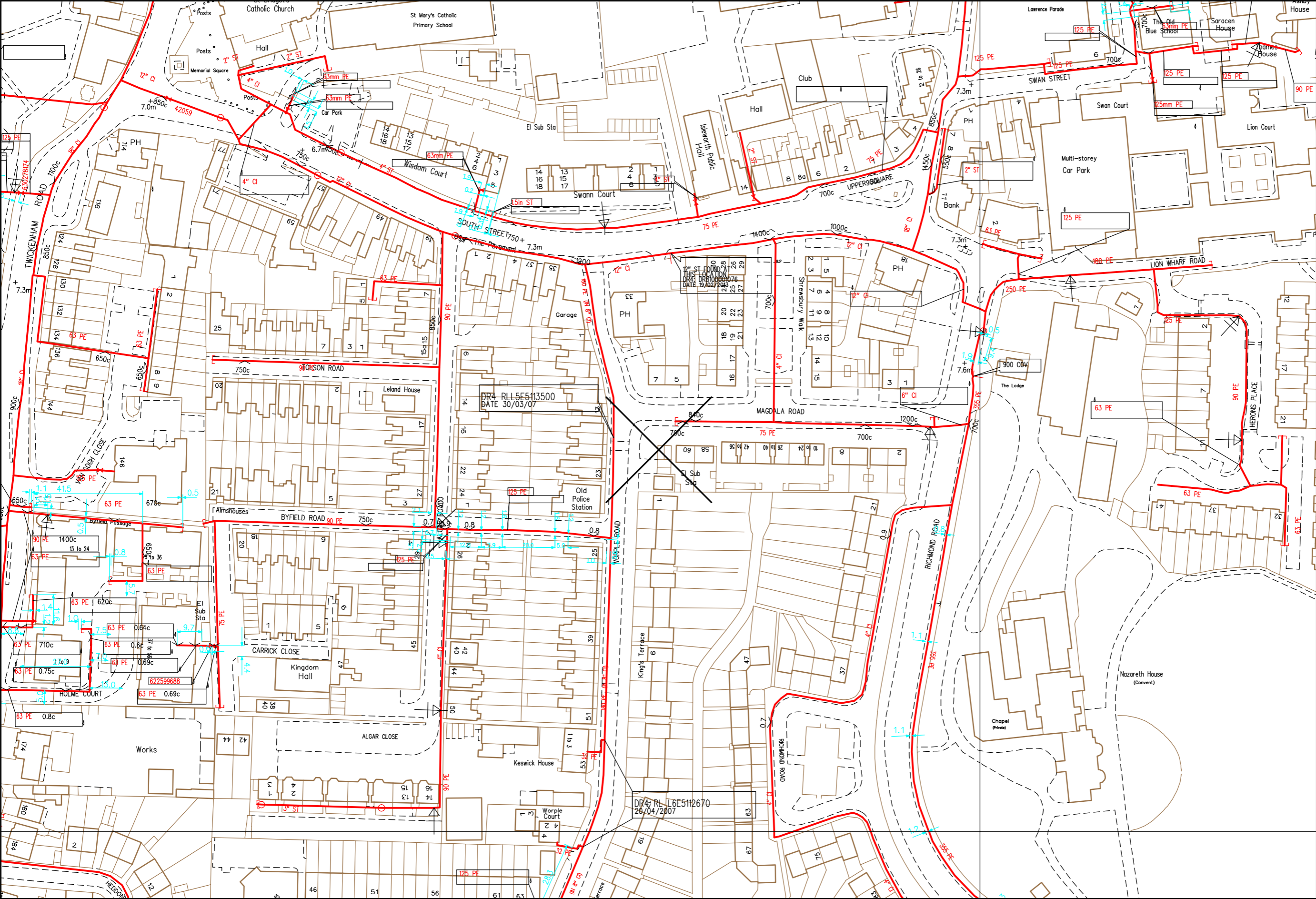
# Utilities Report



## Affected Utilities

Cadent Gas Ltd





CHECKED

SCALE: Not to scale	LP MAINS	<p>This plan shows those pipes owned by National Grid Gas plc in their role as a Licensed Gas Transporter (GT). Gas pipes owned by other GTs, or otherwise privately owned, may be present in this area. Information with regard to such pipes should be obtained from the relevant owners. The information shown on this plan is given without warranty, the accuracy thereof cannot be guaranteed. Service pipes, valves, syphons, stub connections, etc. are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by National Grid Gas plc or their agents, servants or contractors for any error or omission. Safe digging practices, in accordance with HS(G)47, 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. The information included on this plan should not be referred to beyond a period of 28 days from the date of issue. Further information on all DR4s can be determined by calling the DR4 hotline on 01455 892426 (9am-5pm) A DR4 is where a potential error has been identified within the asset record and a process is currently underway to investigate and resolve the error as appropriate.</p>	MAPS Viewer Version 5.6.7.0		
USER ID: MLOH2099	MP MAINS		Local Machine		
DATE: 05/04/2019	IP MAINS			This plan is reproduced from or based on the OS map by National Grid Gas plc, with the sanction of the controller of HM Stationary Office. Crown Copyright Reserved.	
EXTRACT DATE: 10/12/2018	LHP MAINS				
MAP REF: TQ1675	NHP MAINS				
CENTRE: 516378, 175645	Some examples of Plant Items:				
Valve		Depth of Cover	Syphon	Diameter Change	Material Change

# Utilities Report



Affected Utilities

Environment Agency

**From:** Enquiries, Unit <enquiries@environment-agency.gov.uk>  
**Sent:** 21 March 2019 16:48  
**To:** Utility Solutions GDC Requests  
**Subject:** RE: Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

**Follow Up Flag:** Follow up  
**Due By:** 06 April 2019 00:00  
**Flag Status:** Flagged

Dear customer,

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. You can find more information about this at:

<https://www.gov.uk/guidance/flood-risk-activities-environmental-permits>

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.

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/sea defence as defined above, please resubmit your enquiry making this clear in your reply.

Kind regards,

**Isaac Baggaley**  
Customer Service Advisor  
Incident Communication Service  
Contact Centre Services - Part of National Operations

☎ Tel: 0800 807060

🌐 Web Site: <https://www.gov.uk/government/organisations/environment-agency>

Environment Agency. Quadrant 2. 99 Parkway Avenue. Sheffield. S9 4WF.

Click an icon to keep in touch with us:-



**Please Consider The Environment - Do You Really Need To Print This Email?**

**From:** requests.utilitysolutions@atkinsglobal.com [mailto:requests.utilitysolutions@atkinsglobal.com]  
**Sent:** 19 March 2019 13:12  
**Cc:** requests.utilitysolutions@atkinsglobal.com  
**Subject:** Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

Our Reference: 74456  
Site Name: Site off Magdala Road, Isleworth, London  
Works Description: Development Appraisal  
Site Grid References: 516378 175645,516386 175657,516368 175634,516372 175657,516386 175634

To whom it may concern,

Please find enclosed a plant enquiry for your attention.

**We request plans showing the location of your company's affected plant in relation to the [entire site area shown within the boundary on the attached map](#). Grid references and postcodes relative to the site boundary are provided on the attached map to help you locate the site.**

## Standard notice [not for use with Special Data, Personal Data or unlicensed 3<sup>rd</sup> party rights]



### **Information warning**

We (The Environment Agency) do not promise that the Information supplied to You will always be accurate, free from viruses and other malicious or damaging code (if electronic), complete or up to date or that the Information will provide any particular facilities or functions or be suitable for any particular purpose. You must ensure that the Information meets your needs and are entirely responsible for the consequences of using the Information. Please also note any specific information warning or guidance supplied to you.




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"*Contains Environment Agency information © Environment Agency and database right*"
-  ensure that you do not use the Information in a way that suggests any official status or that We endorse you or your use of the Information
-  ensure that you do not mislead others or misrepresent the Information or its source or use the Information in a way that is detrimental to the environment, including the risk of reduced future enhancement
-  ensure that your use of the Information does not breach the Data Protection Act 1998 or the Privacy and Electronic Communications (EC Directive) Regulations 2003

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This licence is governed by the laws of England and Wales.

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"Commercial" means:

- offering a product or service containing the Information, or any adaptation of it, for a charge, or
- internal use for any purpose, or offering a product or service based on the Information for indirect commercial advantage, by an organisation that is primarily engaged in trade, commerce or a profession.

# Utilities Report



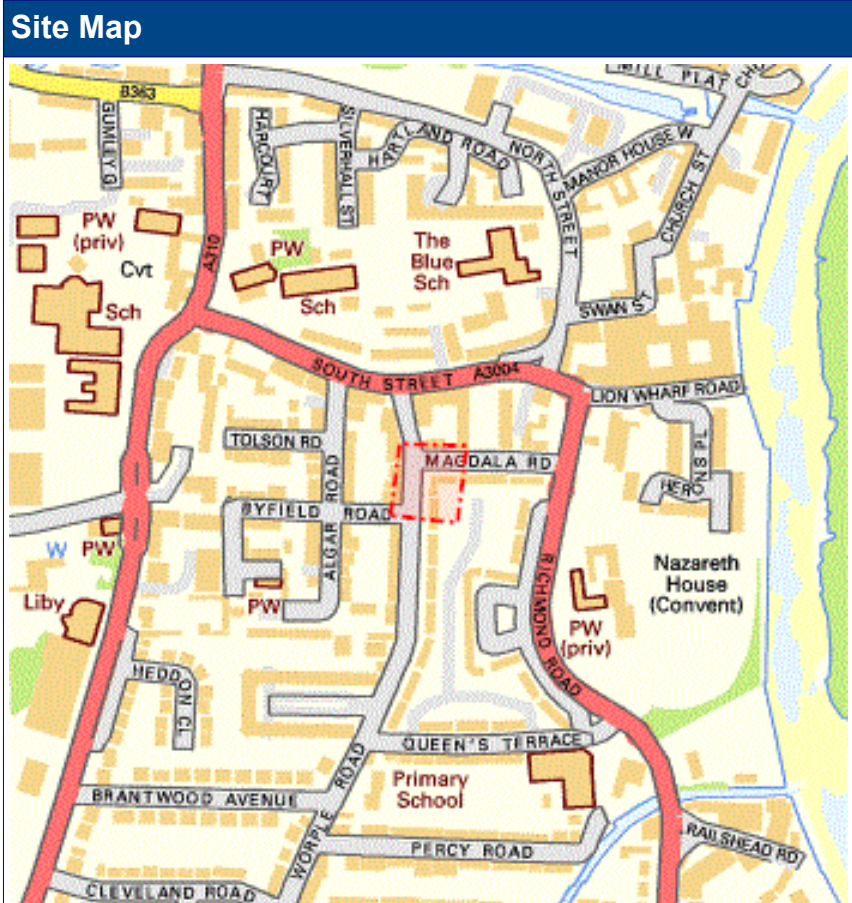
Affected Utilities

LineSearchbeforeUdig

Enquirer			
Name	Ms Christina Elliott	Phone	01454 662397
Company	Atkins	Mobile	Not Supplied
Address	500 Park Avenue Aztec West Almondsbury Bristol BS32 4RZ		
Email	stat.enquiries@atkinsglobal.com		

Enquiry Details			
Scheme/Reference	LM 74456/AV		
Enquiry type	Initial Enquiry	Work category	Utility Works
Start date	05/04/2019	Work type	Single excavation site
End date	05/07/2019	Site size	3518 metres square
Searched location	XY= 516380, 175640	Work type buffer*	25 metres
Confirmed location	516376 175644		
Site Contact Name	Not Supplied	Site Phone No	Not Supplied
Description of Works	Not Supplied		

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



**LSBUD Members who have assets registered on the LSBUD service within the vicinity of your search area.**

### List of affected LSBUD members

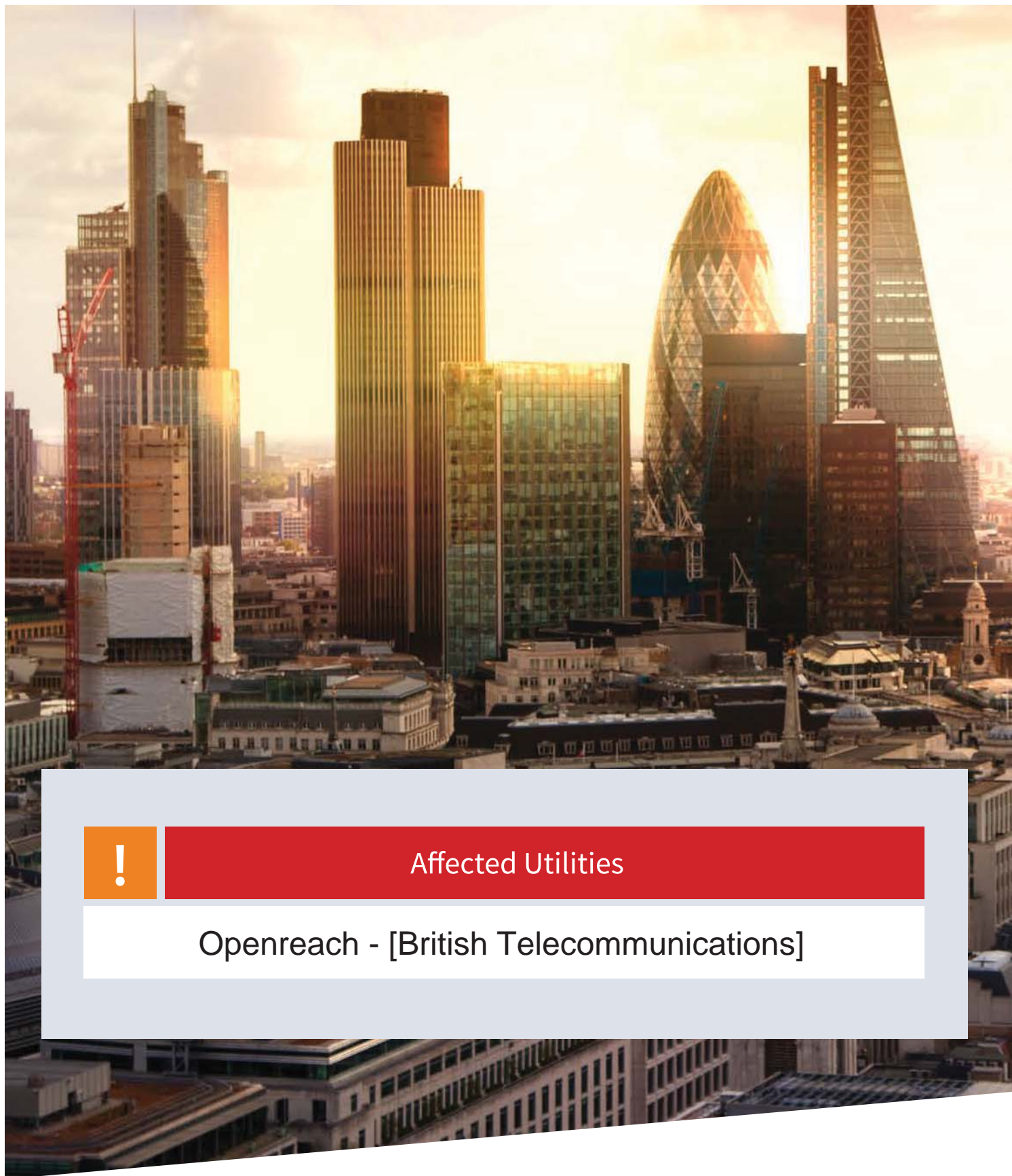
Asset Owner	Phone/Email	Emergency Only	Status
ESP Utilities Group	01372227560	01372227560	Await response

**LSBUD Members who do not have assets registered on the LSBUD service within the vicinity of your search area. Please be aware that LSBUD Members make regular changes to their assets and this list may vary for new enquiries in the same area.**

### List of not affected LSBUD members

AWE Pipeline	Balfour Beatty Investments Limited	BOC Limited (A Member of the Linde Group)
BP Exploration Operating Company Limited	BPA	Carrington Gas Pipeline
CATS Pipeline c/o Wood Group PSN	Cemex	Centrica Storage Ltd
CLH Pipeline System Ltd	Concept Solutions People Ltd	ConocoPhillips (UK) Ltd
DIO (MOD Abandoned Pipelines)	Drax Group	E.ON UK CHP Limited
EirGrid	Electricity North West Limited	ENI & Himor c/o Penspen Ltd
EnQuest NNS Limited	EP Langage Limited	ESSAR
Esso Petroleum Company Limited	Fulcrum Pipelines Limited	Gamma
Gateshead Energy Company	Gigaclear PLC	Gtt
Hafren Dyfrdwy	Heathrow Airport LTD	Humbly Grove Energy
IGas Energy	INEOS FPS Pipelines	INEOS Manufacturing (Scotland and TSEP)
INOVYN Enterprises Limited	Intergen (Coryton Energy or Spalding Energy)	Mainline Pipelines Limited
Manchester Jetline Limited	Manx Cable Company	Marchwood Power Ltd (Gas Pipeline)
Melbourn Solar Limited	Murphy Utility Assets	National Grid Gas (Above 7 bar), National Grid Gas Distribution Limited (Above 2 bar) and National Grid Electricity Transmission
Northumbrian Water Group	NPower CHP Pipelines	Oikos Storage Limited
Ørsted	Perenco UK Limited (Purbeck Southampton Pipeline)	Petroineos
Phillips 66	Premier Transmission Ltd (SNIP)	Prysmian Cables & Systems Ltd (c/o Western Link)
Redundant Pipelines - LPDA	RWE - Great Yarmouth Pipeline (Bacton to Great Yarmouth Power Station)	RWEpower (Little Barford and South Haven)
SABIC UK Petrochemicals	Scottish Power Generation	Seabank Power Ltd
Severn Trent (Chester area only)	SGN	Shell (St Fergus to Mossmorran)
Shell Pipelines	SSE (Peterhead Power Station)	Tata Communications (c/o JSM Construction Ltd)
Total (Colnbrook & Colwick Pipelines)	Total Finaline Pipelines	Transmission Capital
UK Power Networks	Uniper UK Ltd	Vattenfall
Veolia ES SELCHP Limited	Wales and West Utilities	Western Power Distribution
Westminster City Council	Wingas Storage UK Ltd	Zayo Group UK Ltd c/o JSM Group Ltd

# Utilities Report



## Affected Utilities

Openreach - [British Telecommunications]

CHECKED

openreach

Our Ref: Ref shown on map

Date of issue: shown on map

email: [nnhc@openreach.co.uk](mailto: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](mailto:CBYD@openreach.co.uk)

Visit the Click Before You Dig Website [www.openreach.co.uk/cbyd](http://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.

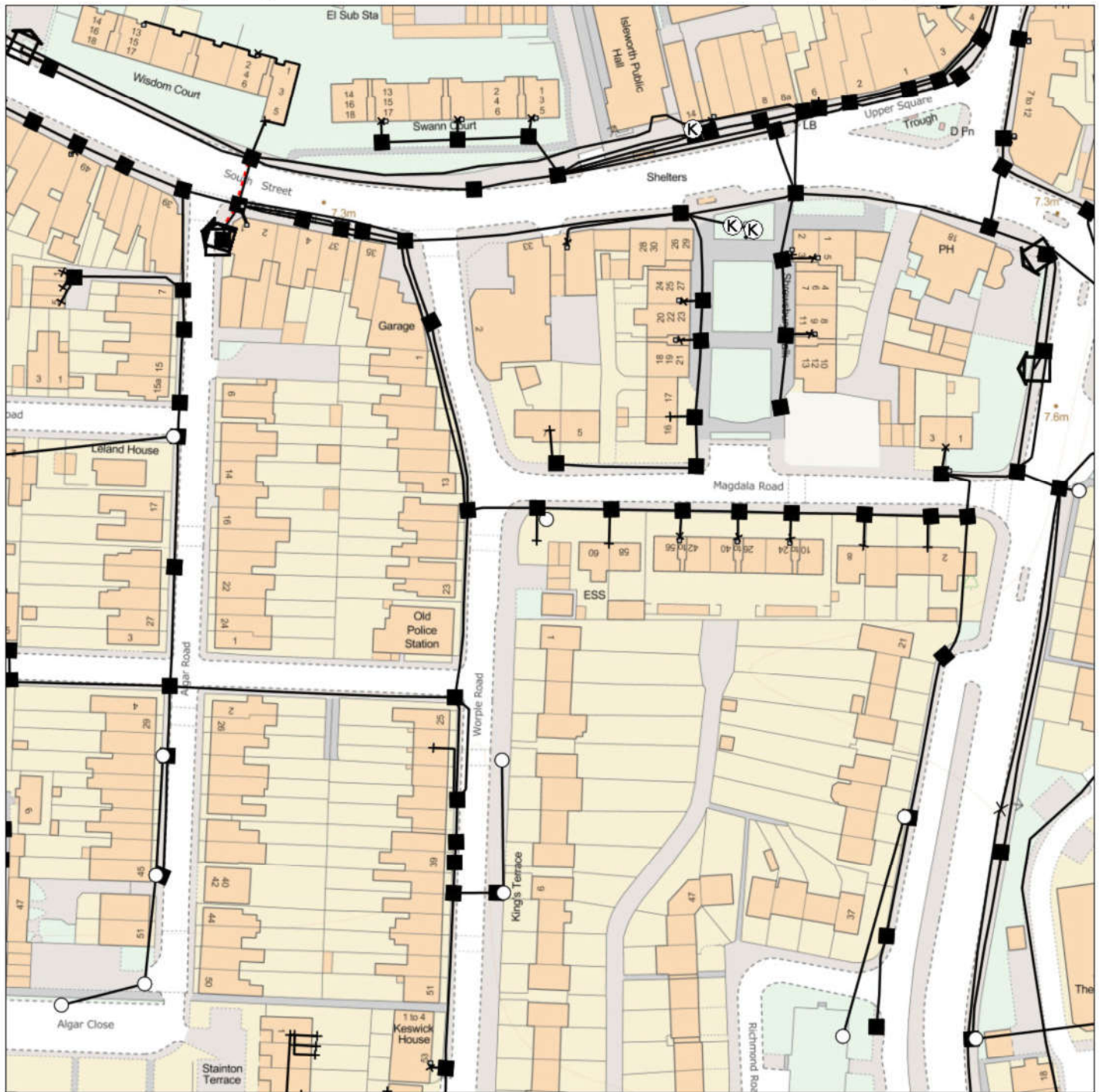
To avoid damage it is recommended that mechanical excavators or borers are not used within 600mm of BT apparatus. If scaffolding is erected, please ensure that our equipment is not enclosed, blocked, covered or otherwise obstructed by the scaffolding.

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,

Jason Carrington  
NNHC & MBE Manager

# Maps by email Plant Information Reply



## IMPORTANT WARNING

Information regarding the location of BT apparatus is given for your assistance and is intended for general guidance only. No guarantee is given of its accuracy.

It should not be relied upon in the event of excavations or other works being made near to BT apparatus which may exist at various depths and may deviate from the marked route.



**openreach**

### CLICK BEFORE YOU DIG

FOR PROFESSIONAL FREE ON SITE ASSISTANCE PRIOR TO COMMENCEMENT OF EXCAVATION WORKS INCLUDING LOCATE AND MARKING SERVICE

email [cbyd@openreach.co.uk](mailto:cbyd@openreach.co.uk)

ADVANCE NOTICE REQUIRED  
(Office hours: Monday - Friday 08.00 to 17.00)  
[www.openreach.co.uk/cbyd](http://www.openreach.co.uk/cbyd)

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(C) Crown Copyright British Telecommunications plc 100028040

## KEY TO BT SYMBOLS

	Planned	Live	Change Of State	+	Hatchings	
PCP			Split Coupling		Built	
Pole			Duct Tee		Planned	
Box			Building		Inferred	
Manhole			Kiosk		Duct	
Cabinet			Other proposed plant is shown using dashed lines. BT Symbols not listed above may be disregarded. Existing BT Plant may not be recorded. Information valid at time of preparation. Maps are only valid for 90 days after the date of publication.			

	Pending Add	In Place	Pending Remove	Not In Use
Power Cable				
Power Duct				N/A

BT Ref : TNS06044X

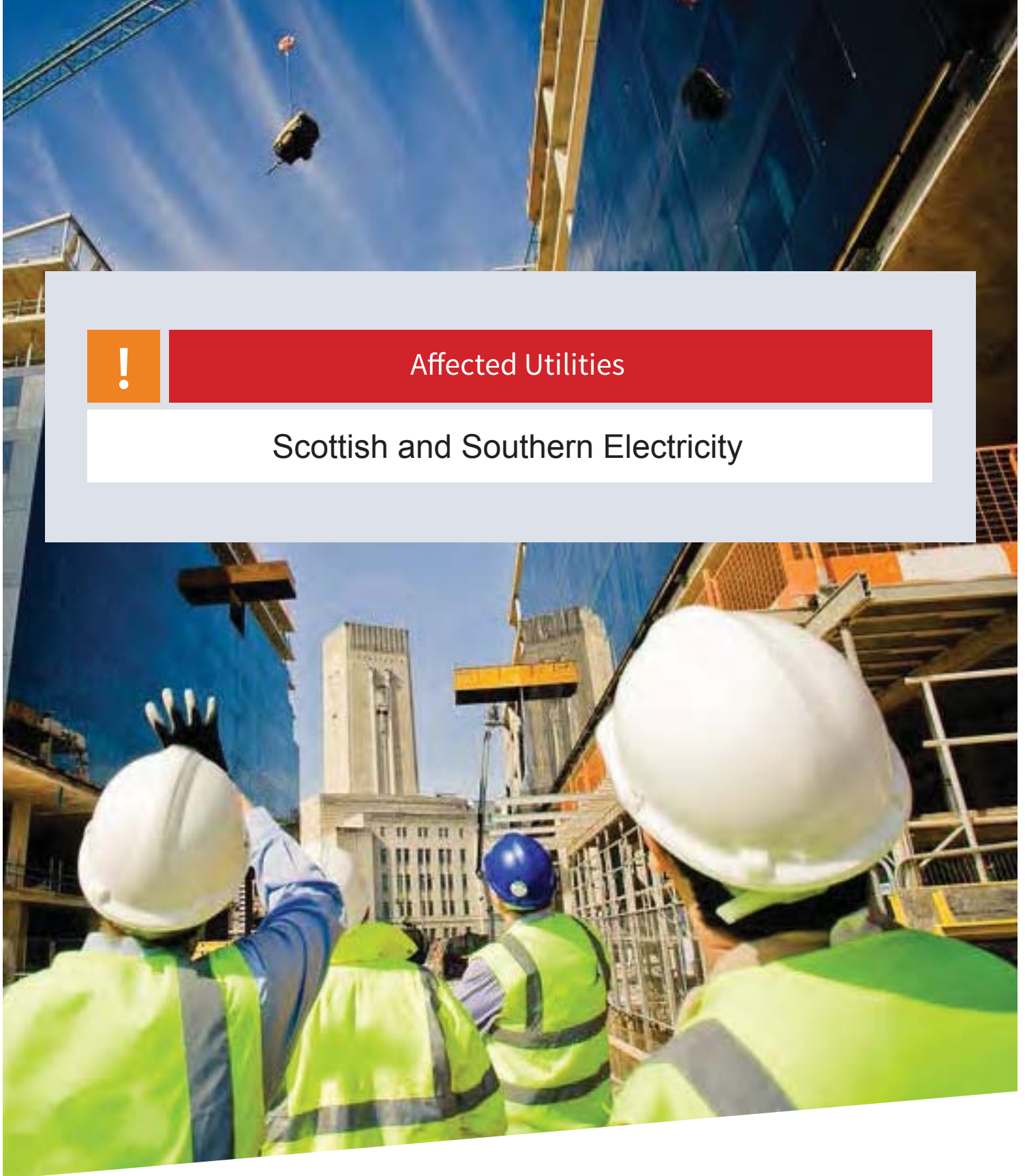
Map Reference : (centre) TQ1637875645

Easting/Northing : (centre) 516378,175645

Issued : 04/04/2019 06:04:55

**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](mailto:nnhc@openreach.co.uk)**

# Utilities Report



## Affected Utilities

Scottish and Southern Electricity





NORMAL DEPTH TO THE TOP OF THE CABLE WHEN LAID				
	services	l.v.	h.v.	e.h.v.
FOOTPATH	0.40m	0.45m	0.60m	0.75m
ROAD CROSSING	0.60m	0.60m	0.75m	0.90m
l.v./services	- up to 1000V.			
h.v.	- over 1000V. to 11,000V.			
e.h.v.	- 22,000V. to 132,000V.			

WARNING

There may have been subsequent alterations to the surface levels. Trial holes must be taken to determine positions and depth of cables. HS (G) 47 Booklet from the Health and Safety Executive - Avoiding Danger from Buried Cables - should be consulted before commencing excavation work. (available from the HSE)

WHEN WORKING IN THE VICINITY OF OVERHEAD LINES THE HEALTH AND SAFETY GUIDANCE NOTE G56 SHOULD BE CONSULTED. (AVAILABLE FROM THE HSE)

BASED UPON THE ORDNANCE SURVEY MAP WITH THE SANCTION OF THE CONTROLLER OF H.M. STATIONERY OFFICE. CROWN COPYRIGHT RESERVED.

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Template: SIKS NRSWA COL A3 plot

Southern Electric Power Distribution plc.  
Registered in England No. 04094290  
Registered Office: No. 1 Forbury Place,  
43 Forbury Road, Reading, RG1 3JH

UNCONTROLLED COPY

Subject to Revision Master held at

Scottish & Southern  
Electricity Networks

L.V. MAINS RECORD

**WEST LONDON**  
**020-8806-6400**

Grid Ref: TQ16387564

Scale: 1:1250

Date: 27/03/2019

## Watch it!

Safety advice brought to you by  
Southern Electric Power Distribution plc and  
Scottish Hydro Electric Power Distribution Ltd

These notes are intended to help all those who have to work in the vicinity of electrical apparatus. Employers have a legal obligation to ensure that their operatives are fully instructed in the correct procedures.

**The Electricity at Work Regulations 1989** impose health and safety requirements upon employers, employees and self-employed persons with respect to electricity at work. The regulations impose restrictions on persons being engaged in work activities on or near live conductors.

**Regulation 14 requires that:** "No person shall be engaged in any work activity on or near any live conductor (other than one suitably covered with insulating material so as to prevent danger) that danger may arise unless:

- ♦ it is **unreasonable** in all circumstances for it to be dead; and
- ♦ it is **reasonable** in all circumstances for him to be at work on or near it while it is live; and
- ♦ suitable precautions (including where necessary the provision of suitable protective equipment) are taken to prevent injury."

The purpose of the regulations is to require precautions to be taken against the risk of death or personal injury from electricity in work activities.

### Publications

The Health and Safety Executive have produced a document entitled 'Avoiding Danger from Underground Services', and the Appendix 1 deals specifically with electric cables. Copies are available from HMSO's Accredited Agents and good booksellers, Ref. HS (G) 47.

Copies of Health and Safety Guidance note GS 6 relating to safe working in proximity to overhead lines, are available from HMSO Head Offices of the Federation of Civil Engineering Contractors and the National Federation of Building Trades Employers.

### Note

**In situations of emergency or danger, or where the advice contained in these notes cannot be followed, you must consult Scottish and Southern Energy plc immediately. Tel. 08457 708090 for southern England or 0800 300999 for Scotland.**

**Additional copies of these "Watch it!" leaflets can be obtained from our Mapping Services office upon request. Tel. 01256 337294, or Fax 01256 337295.**

You must read and accept the following safety notes as part of the contract to receive our network plans. You will have the option to print these and issue them to site staff.

## Watch it! - Working in the vicinity of underground cables.

Our plans show the positions and normal depths for the buried cables and pipes at the time when they were installed. However, alterations to road alignments surface levels and buildings may have occurred subsequently without our knowledge. If you discover plant or cables that are not marked or incorrectly marked, then you are required to contact us as soon as possible to give us the opportunity to amend our plans.

These plans show the equipment owned by Scottish and Southern Energy plc. There may be other privately owned plant in the area, which is outside of our control. You should always check with the Local Authority, National Grid Company, Department of the Environment, other Electricity Companies and other utilities before proceeding.

It is not intended that the issue of these plans will absolve either party from their obligation under any of the acts that control digging in the public highways.

### Supplies To Properties, etc.

The location of cables supplying individual properties, street lighting, traffic signs, telephone kiosks etc. are not always shown on the plans. You should assume that each property, streetlight etc. will have its own supply cable.

### Major Circuits

Where our plans indicate the presence of cables with a voltage exceeding 11,000 volts, you are advised to contact our local depot (telephone number is on the plans), before commencing any excavations within the vicinity of these cables. These major transmission circuits form an extremely important link in Scottish and Southern Energy's network, and damaging or modifying these circuits is a major and costly undertaking. Any development should therefore be designed to allow these circuits to remain undisturbed and accessible in their present location.

For your own and your workmates' safety, please follow the **do's** and **don'ts** listed below:

- ✓ **do** make sure you have plans of the underground cables in the area **before** any excavation work starts. Remember that some cables may not be shown on plans. If carrying out emergency work, excavate as though there are buried live cables in the vicinity.
- ✓ **do** use a cable locator to determine the position of existing cables in the work area. The positions should be marked and tests made as work proceeds. **If in doubt, get advice from your supervisor.**
- ✓ **do** ask for a cable to be made dead if it is buried in concrete.
- ✓ **do** watch for signs of cables as work progresses. Note any marker-tape or cable-cover, which may be exposed.

- ✓ **do** backfill carefully, using stone-free soil around the cables, replacing marker-tapes and / or covers.
- ✓ **do** notify us immediately if you accidentally damage our cables. Arrange to keep people well clear of a cable that has been damaged until we have confirmed it has been made safe.
- ✓ **do** make sure before starting to demolish a building that all cables have been disconnected. We welcome prior notice of the intention to demolish buildings. This enables us to ensure that the site has been made safe electrically.
- ✓ **don't** operate a bulldozer, scraper, dragline or excavator; unless you are satisfied that there are no buried cables in the working area.
- ✓ **don't** use picks, pins, forks or pointed instruments in soft clay or soil when cables are present. Exercise extreme caution where such instruments are used to free lumps of stone, or break up firmly compacted ground. **Never** throw a fork or sharp instrument into the ground.
- ✓ **don't** dig trial holes over the indicated route of the cable. Excavate alongside instead.
- ✓ **don't** use exposed cables as a convenient step or handhold.
- ✓ **don't** handle or attempt to alter the position of any cable.

**Remember** that a damaged cable may cause extensive loss of supplies, make expensive repairs necessary and cause serious or even fatal injury.

If effective measures are not adopted to protect our equipment, we will take steps to recover the cost of any damage caused. Persons causing damage resulting in loss of supply to customers can be held legally responsible for any claims made by those customers. Promptness in reporting an incident will minimise costs.

In most cases it is not practicable to make cables dead without interrupting supplies to our customers. But given adequate notice, we will wherever possible, give advice regarding special precautions which may be necessary on any site where particular problems are likely to be encountered. The right is reserved to make a charge for this service.

Electricity cables can exist anywhere - under paths or roads, in gardens or driveways, on new housing or industrial development sites or even farmland.

### **Watch it! - Working in the vicinity of overhead lines**

For your own and your workmates' safety, please follow the **do's** and **don'ts** listed below

- ✓ **do** carefully note the position of all overhead lines before commencing work.
- ✓ **do** co-operate with us during planning and sitework stages.
- ✓ **do** follow the advice given in HSE Guidance Note GS 6 when siting barriers, goal posts, bunting etc.
- ✓ **do** keep overhead lines in view when moving scaffolding or machinery and take special care when felling or lopping trees.
- ✓ **do** remember that the raising or slewing of a crane or excavator jib may cause danger when operating near an overhead line.
- ✓ **do** avoid any machinery that is in contact with an overhead line until we confirm that conditions are safe.
- ✓ **do** warn others to keep well clear.

- ✓ **don't** drive a high vehicle below an overhead line when an alternative route is available.
- ✓ **don't** raise the bed of a tipper lorry beneath an overhead line or drive under the line with the body of the vehicle raised.
- ✓ **don't** steady any suspended load until you are satisfied that there is no danger from overhead lines.
- ✓ **don't** handle or use scaffold platforms, poles, pipes or ladders unless they are at a safe distance from overhead lines.
- ✓ **don't** transport long objects beneath overhead lines, unless they are carried in a horizontal position.
- ✓ **don't** approach or touch any broken or fallen overhead lines.

#### **Always remember that:**

- Electricity can jump gaps.
- Contact or near contact with a crane jib, scaffold or ladder can cause a discharge of electricity with a risk of fatal or severe shock and burns to any person in the vicinity.

If effective measures are not adopted to protect our equipment, we will take steps to recover the cost of any damage caused. Persons causing damage resulting in loss of supply to customers can be held legally responsible for any claims made by those customers. Promptness in reporting an incident will minimise costs.

In most cases it is not practicable to make overhead lines dead without interrupting supplies to customers. However, provided adequate notice is given, then we will, whenever possible, give advice regarding special precautions which may be necessary on site where specific problems may be encountered. The right is reserved to make a charge for this service.

# **GUIDE TO INTERPRETING MAINS RECORDS PLANS**

**PRODUCED BY MAPPING SERVICES**



## **INTRODUCTION**

The Health & Safety Executive have produced a document entitled 'Avoiding danger from underground services'. Copies are available from HMSO's accredited agents and good booksellers, Ref HS(G)47, ISBN 0118854925.

**WHEN WORKING IN THE VICINITY OF ELECTRICITY CABLES AND OVERHEAD LINES PLEASE FOLLOW THE DO'S & DON'T'S LISTED BELOW.**

### **DO'S**

- Do** Make sure that you have plans of the cables in the area before any excavation work starts. Remember that some cables such as service cables may not be shown on the plans. Cables owned by other companies are not shown, e.g. local authorities, Department of the Environment, National Grid Co. etc.
- Do** Make sure that you understand the plans that have been supplied to you. For detailed explanation of the symbols used by Scottish & Southern Energy to display the cable information see Appendices.
- Do** Use a cable avoidance tool (CAT) to determine the position of the existing cables in the work area. The positions should be clearly marked and further tests made as work proceeds. **If in doubt, get advice from your supervisor.**
- Do** Hand dig trial holes over the indicated route of the cable, excavate alongside.
- Do** Ask for a cable to be made dead if it is buried in concrete. Please note that this is likely to be a costly process.
- Do** Watch for signs of cables as work progresses, such as marker tapes or cable covers which may be exposed.
- Do** Backfill carefully using stone free soil around cables, replacing marker tapes and covers.
- Do** Ensure that there is maximum clearance above all cable & joints.
- Do** Notify Scottish & Southern Energy immediately should accidental damage to cables occur however large or small. Arrange to keep people well clear of the cable that has been damaged. Do not backfill an area where cable damage has occurred.

## **DON'T'S**

- Don't** Operate a bulldozer, scraper, dragline or excavator unless you are satisfied that there are no buried cables or overhead lines in the working area.
- Don't** Use picks, forks or pointed instruments in soft clay or soil where cables are present, exercise extreme caution where such instruments are used to free lumps of stone or to break up firmly compacted ground.
- Don't** Use exposed cables as a convenient step or handhold.
- Don't** Handle or attempt to alter the position of any cable.

**REMEMBER THAT A DAMAGED CABLE MAY CAUSE EXTENSIVE LOSS OF SUPPLIES, MAKE EXPENSIVE REPAIRS NECESSARY AND CAUSE SERIOUS OR EVEN FATAL INJURY.**

**IF IN DOUBT ASK SCOTTISH & SOUTHERN ENERGY.**

# UNDERSTANDING THE CABLE INFORMATION ON THE PLANS.

## AVERAGE DEPTH OF CABLES:

Footpaths 0.6 metres

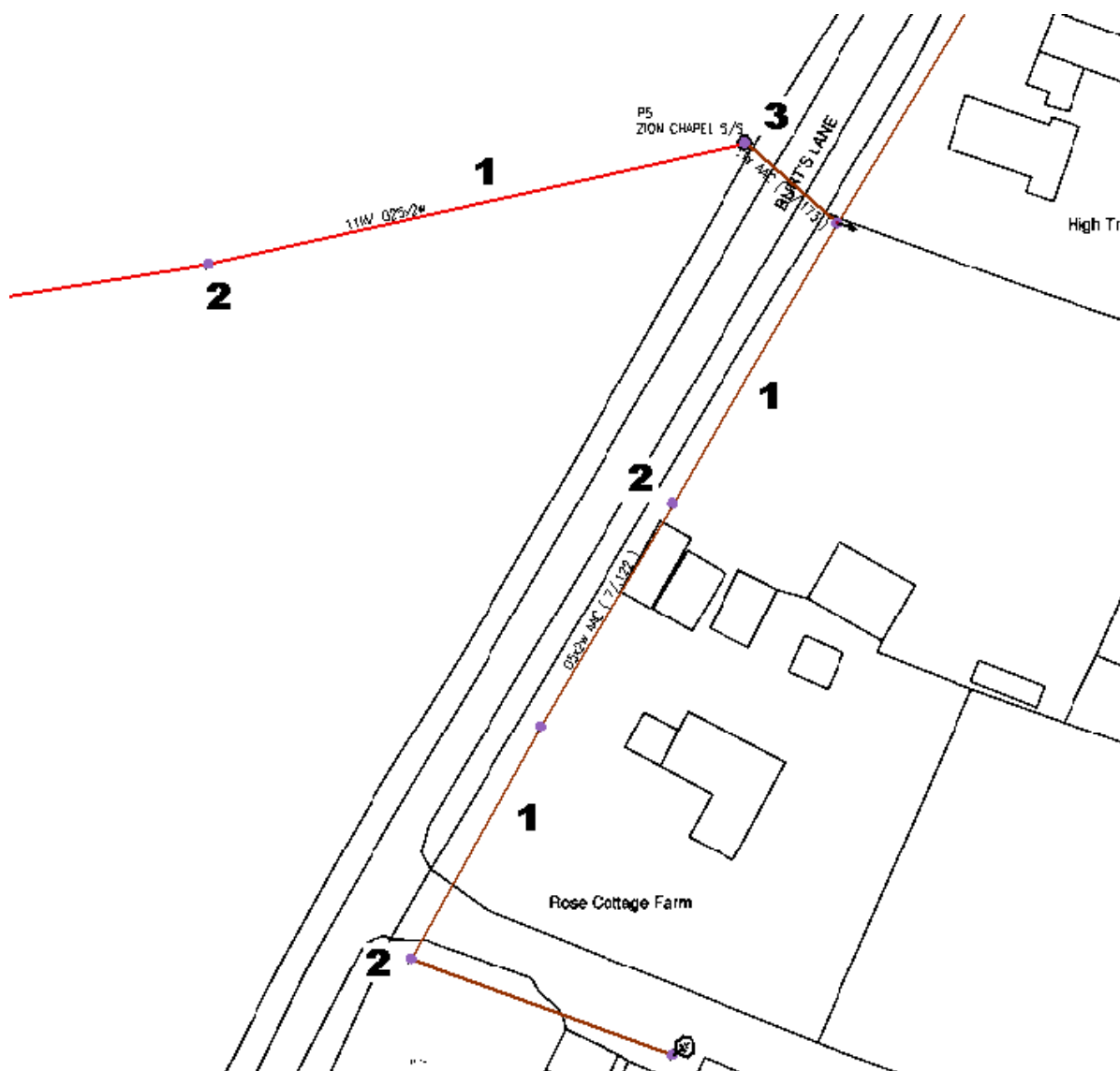
Road Crossings 0.75metres

NB These depths are only approximate, depths may vary. It should also be noted

That surface levels can change subsequent to the cables being laid.

## Mains records symbols definitions and examples:

A ) Overhead lines & Poles – These are depicted as follows:

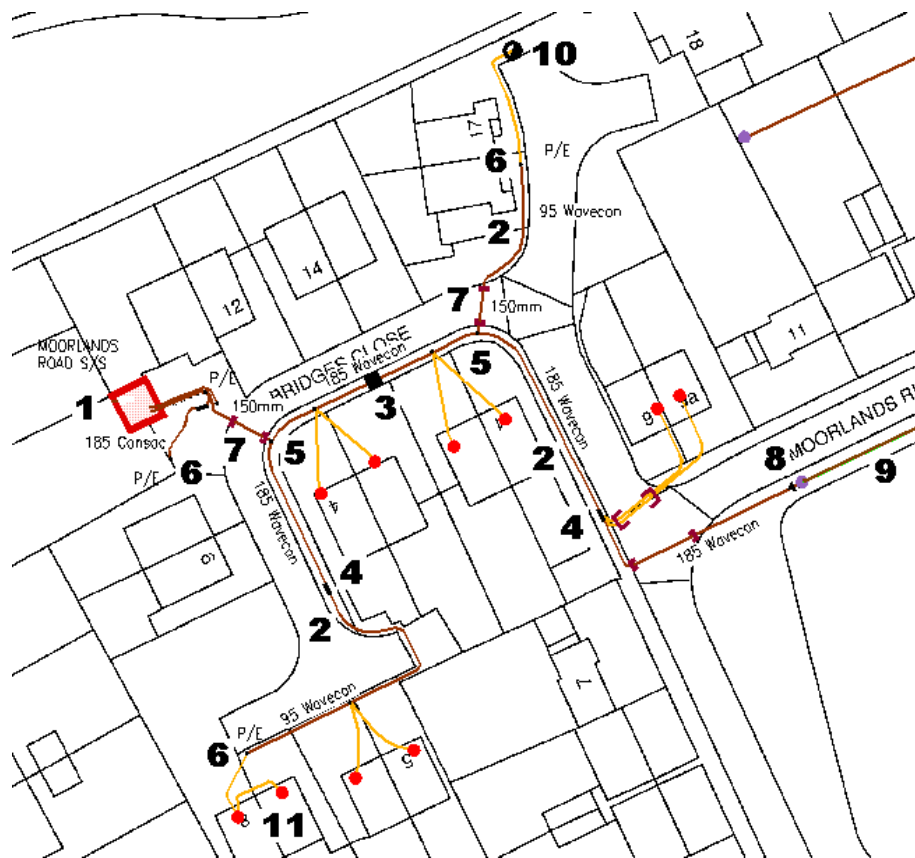


1. Overhead Line – These can be either High Voltage or Low Voltage, colour denotes voltage.

2. Poles.

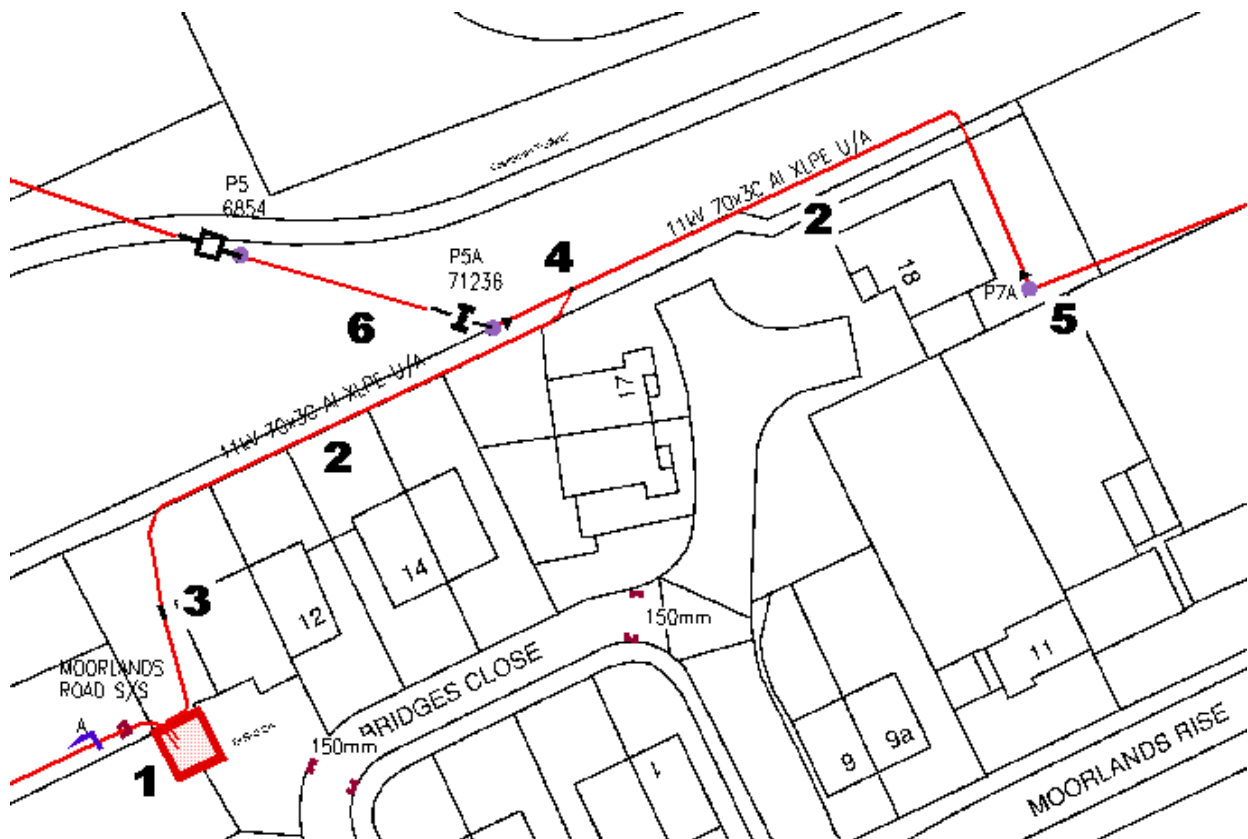
3. Pole Mounted Transformer.

B) Typical example of Low Voltage cable records:



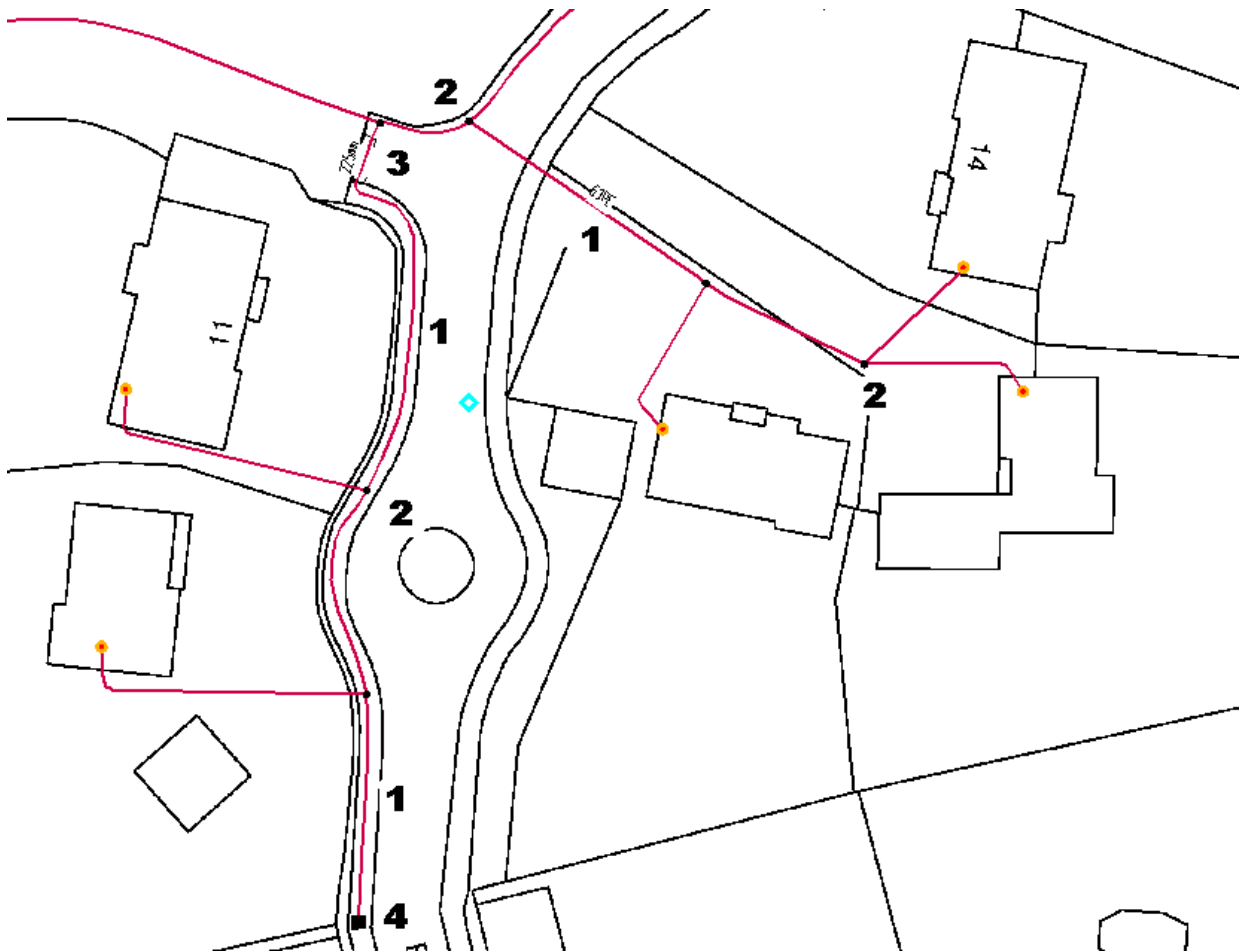
1. Sub Station
2. Low Voltage Underground cable.
3. Link Boxes: This is a box with a manhole cover marked as belonging to Scottish & Southern Energy containing links. Either two or four cables will lead away from a link box.
4. Straight Joint: This is where two separate cables are joined together.
5. Breech Joint: This is where another cable is attached to the main.
6. Pot End: This is the end of the cable. In certain circumstances service cables to properties can be taken from the pot end. These services may not be shown on the plans.
7. Road crossing duct where a cable is routed under a path or road.
8. Cable terminations/Pole Box: Where underground cables are connected to overhead lines
9. Overhead line.
10. Street Lamps.
11. Services to properties: The service cable to an individual property are not always shown on the mains records that Scottish & Southern Energy supply.  
In some cases a service can be looped from an adjacent property.  
Some services are laid through ducts from the mains to the meter position when laid.

C) Typical example of High Voltage cable record.



1. Sub Station
2. High Voltage Underground cable – Colour denotes voltage.
3. Straight Joint: This is where two separate cables are joined together.
4. Breech Joint: This is where another cable is attached to the main.
5. Cable terminations/Pole Box: Where underground cables are connected to overhead lines
6. Overhead Switch.

D) Typical example of Gas pipe record



1. Gas Pipes- Colour denotes pressure.

2. Gas joint

3. Road crossing duct where a pipe is routed under a path or road.





















































4. Connection Point. Position where network is connected to national gas suppliers network.

Further Notes.






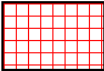


















The various sizes of cables and pipes are shown alongside the routes.

**IF IN DOUBT ASK SCOTTISH & SOUTHERN ENERGY**











# GIS ELECTRIC SYMBOLS (SOUTH)

	LV UNDERGROUND SERVICE CABLE		POLE
	LV UNDERGROUND MAINS CABLE		POLE MOUNTED TRANSFORMER
	2KV-3.3KV UNDERGROUND CABLE		SUBSTATION
	6.6KV UNDERGROUND CABLE		LINK BOX
	11KV UNDERGROUND CABLE		PILLAR
	22KV UNDERGROUND CABLE		MAJOR PIPELINE
	33KV UNDERGROUND CABLE		ASSUMED ROUTE
	66KV UNDERGROUND CABLE		CROSS SECTION
	132KV UNDERGROUND CABLE		DUCTING
	LV OVERHEAD LINE		FLYING STAY
	2-3.3KV OVERHEAD LINE		PME EARTH
	6.6KV OVERHEAD LINE		NEUTRAL EARTH
	11KV OVERHEAD LINE		OIL/GAS GAUGE
	22KV OVERHEAD LINE		OIL/GAS TANK
	33KV OVERHEAD LINE		BALANCER
	66KV OVERHEAD LINE		REGULATOR
	132KV OVERHEAD LINE		PIT
	FIBRE OPTIC CABLE		SCHEMATIC CONNECTOR
	PILOT CABLE		SUPPLY LOCATION-PROPERTY
	CIRCUIT BREAKER		SUPPLY LOCATION-OTHER
	SWITCH DISCONNECTOR		SUPPLY LOCATION-STREET FURNITURE
	POLE BOX		
	STRAIGHT JOINT		
	TEE JOINT		
	TRIFURCATING JOINT		
	POT END JOINT		
	CAPPED END JOINT		
	SEALING END JOINT		
	SERVICE CONNECTOR JOINT		
	O/H CONNECTOR JOINT		
	WALL BOX JOINT		

# GIS ELECTRIC SYMBOLS (NORTH)

	FIBRE OPTIC CABLE		LINK BOX
	PILOT CABLE		PILLAR
	6.6/11kV UNDERGROUND CABLE		SUBSTATION
	33kV UNDERGROUND CABLE		WATER PIPELINE
	132kV UNDERGROUND CABLE		OIL PIPELINE
	LOW VOLTAGE UNDERGROUND CABLE		GAS PIPELINE
	6.6/11kV OVERHEAD LINE		SWITCH DISCONNECTOR
	33kV OVERHEAD LINE		CIRCUIT BREAKER
	132/275kV OVERHEAD LINE		SUPPLY POINT
	LOW VOLTAGE OVERHEAD LINE		
	POLES		
	TOWER		
	POLE TERMINATION		
	JOINTS		
	DUCTING		

# GIS Gas Symbols

	Medium Pressure Pipe
	Low Pressure Pipe
	Gas Ducting
	
	Gas Supply Point
	Gas Joint
	End Closure
	Pressure Reduction Station
	Gas Utility Connection Point
	Valve

# GIS Environmental Guide

## Countryside Agency



Areas of Outstanding Natural Beauty (AONB)



National Park

## Environment Agency



Borehole



Water Extraction Point



Sensitive Waterway



Source Protection Zone



Vulnerability Zone

## Forestry Commission



Access



Ownership

## English Heritage/Historic Scotland



Monuments

## SEPA



Flood Area



Flood Location

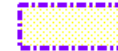
## English Nature/Scottish Natural Heritage



Site of Special Scientific Interest (SSSI)



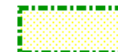
National Nature Reserve (NNR)



RAMSAR



Special Area of Conservation (SAC)



Special Protection Area (SPA)

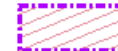


Ancient Woodland

## Areas of Concern



Contaminated



Cadmium



Methane



Heavy Metal-Unclassified



Asbestos



Ordnance

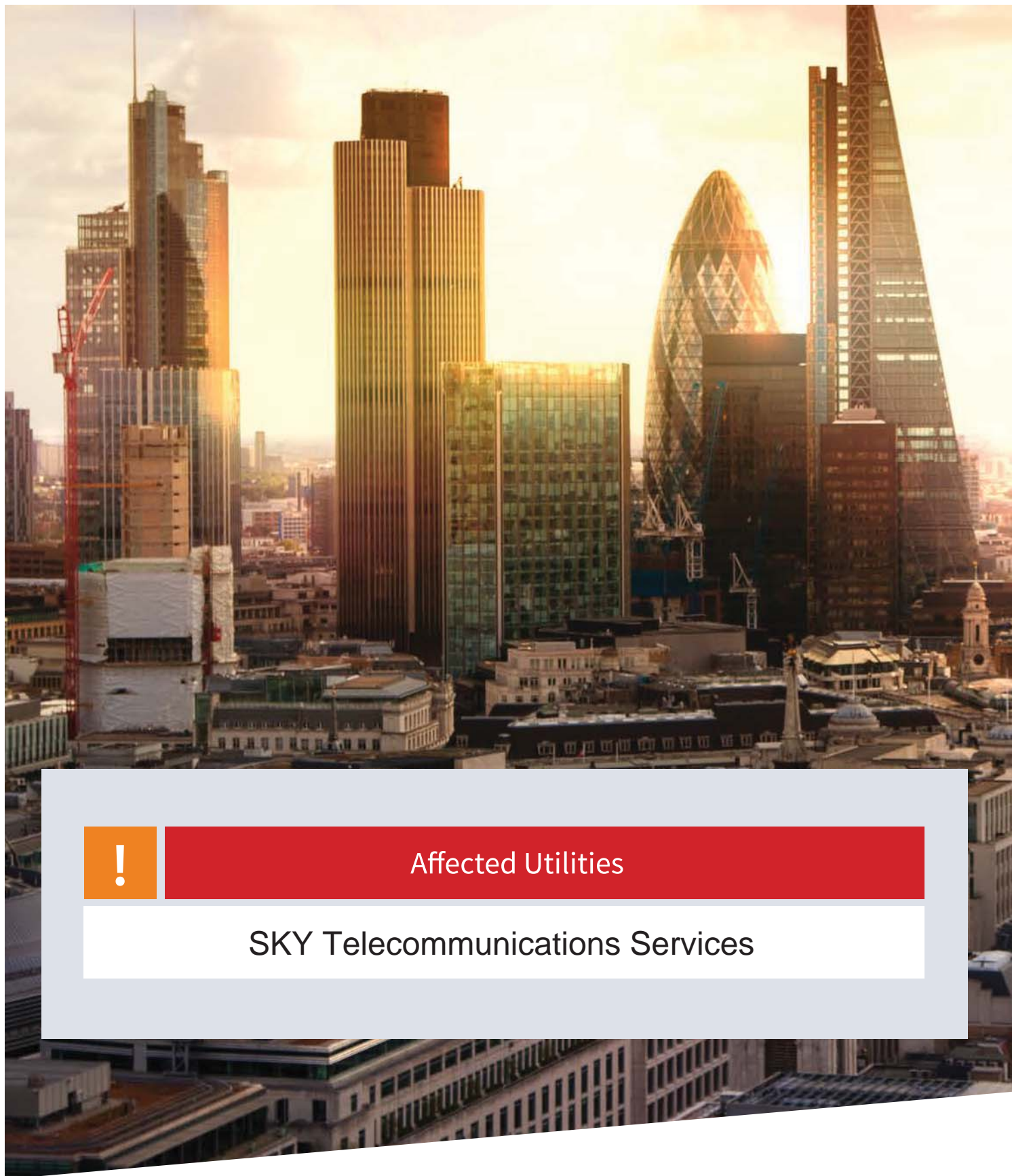


Mercury



Restricted Access

# Utilities Report



Affected Utilities

SKY Telecommunications Services

## Kulkarni, Banashankari

---

**From:** NRSWA <nrswa.nrswa@sky.uk>  
**Sent:** 19 March 2019 21:01  
**To:** Utility Solutions GDC Requests  
**Subject:** PEA-19-03-0103 ~ SKY Affected Enquiry: Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - 05/04/2019  
**Attachments:** 74456.pdf

**Follow Up Flag:** Follow up  
**Due By:** 05 April 2019 00:00  
**Flag Status:** Flagged



SKY Telecommunications Services Ltd  
70 Buckingham Avenue  
SLOUGH  
SL1 4PN  
Tel: 0207 0323 234/250  
Fax: 020 70323252  
email: [nrswa@sky.uk](mailto:nrswa@sky.uk)

Date	Our Reference	Your Reference
19/03/2019	PEA-19-03-0103	74456

**RE: Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - 05/04/2019**

Dear [requests.utilitysolutions@atkinsglobal.com](mailto:requests.utilitysolutions@atkinsglobal.com)

Further to your recent enquiry, the following Sky route(s) as indicated on the attached drawings may be affected by your proposed works:

**Brentford - Sunbury**

If your initial request has asked for C3/C4 estimates to be provided, our Regional Project Manager will be in contact at their earliest convenience to provide these as well as answer any questions you may have.

**Please note that information is provided to you on the following basis:**

- A.** Where you are planning works in the public highway which may affect our apparatus, in accordance with your obligations under the New Roads and Street Works Act 1991, you must take all reasonably practical steps to enable us to monitor your works and to your works and to comply with any requirement made by us which is reasonably necessary for the protection of our apparatus. Failure to comply is a criminal offence
- B.** Our duct and fibre optic cable exists in the approximate area indicated on the enclosed drawing and only hand digging methods that will ensure the safety of the our plant should be employed until its precise location has been established and marked. All measurements given are approximate and we accept no responsibility for any inaccuracy or omissions.
- C.** Mechanical borers or excavators must not be used within 600mm of any part of the plant without our written authority.
- D.** We must be advised on 020 7032 3234 or email [nrswa@sky.uk](mailto:nrswa@sky.uk) if any our plant is exposed, or when damage to our plant is sustained. Out of office hours please contact our Network Operation Centre on 08000 273 564.
- E.** Your representative(s) and/or agents shall comply with any reasonable request to safe-guard and/or facilitate the repair of our plant.
- F.** You will be liable for any damage caused by your operations and for all remedial works and all related expenses.
- G.** Please be advised that we require an update on all works progress that may affect our plant.

Regards



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SKY  
NRSA Department  
70 Buckingham Avenue  
SLOUGH  
SL1 4PN

email: nrsa@sky.uk  
Tel: 0207 032 3234

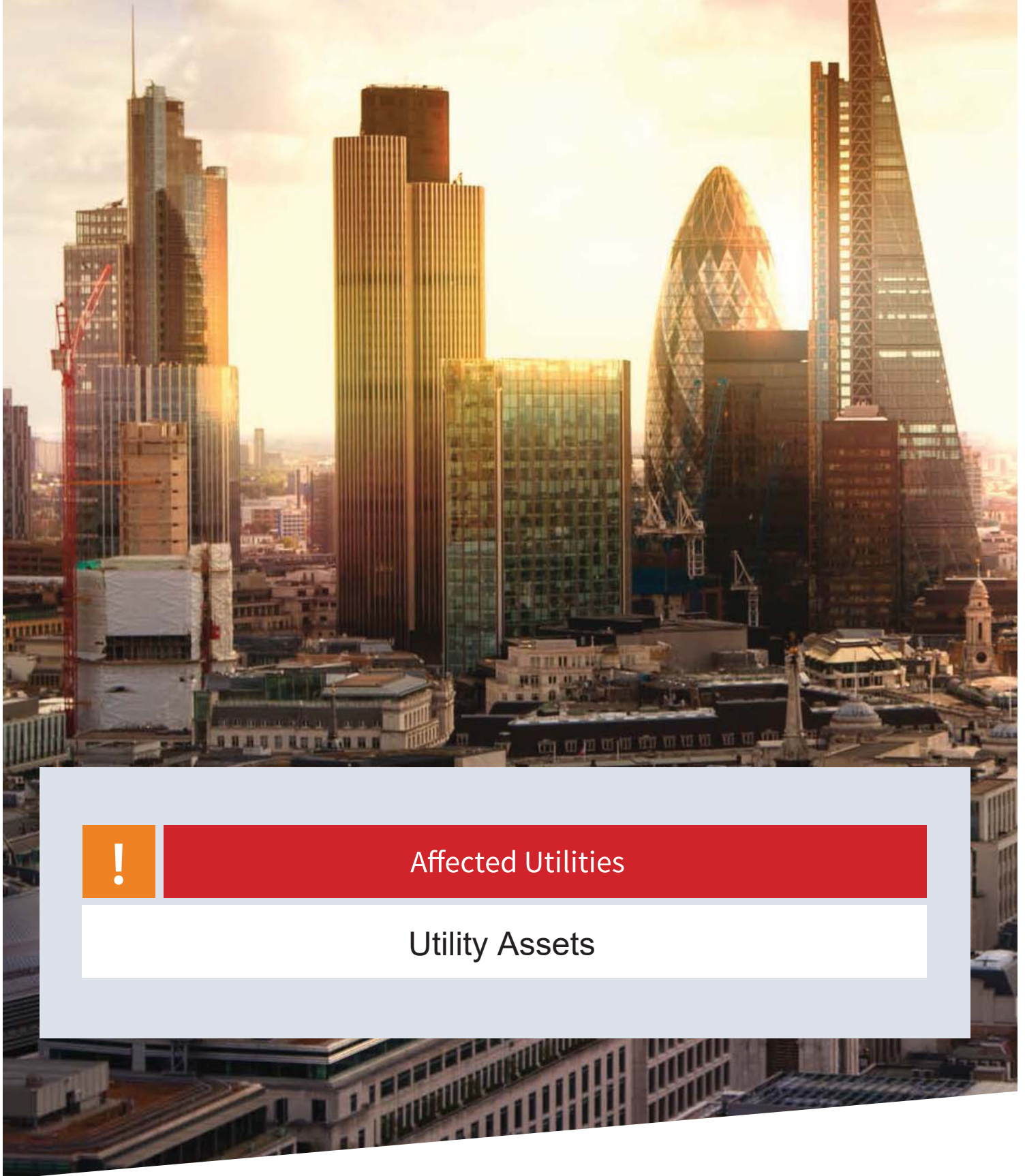
Date: 19/03/2019

- Legend**
- Sites
  - Splice Position
  - Pulling Chamber
  - Sky Fibre
  - Third Party Network

SCALE@ A3 1:1,250



# Utilities Report



Affected Utilities

Utility Assets

## ADVISORY NOTICE

### SUPPLIER UPDATE: Utility Assets

On 19/03/19, 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](mailto: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.

# Utilities Report



## Affected Utilities

Virgin Media

**ATKINS**

The Hub, 500 Park Avenue  
Almondsbury  
Bristol  
BS32 4RZ

**CHECKED**

Virgin Media  
Field Services  
Units 1-12  
Broad Lane  
Mayfair Business Park  
Bradford  
Yorkshire  
BD4 8PW

Tel: 0870 888 3116 Opt 2  
Fax: 01268 468557

Plant Enquiry Ref: VM.1130864  
Letter Date 19.03.2019  
Your Ref: 74456  
Date: 21.03.2019

Dear Sir/Madam,

Enquiry Location:

Site off Magdala Road, Isleworth, London TW7 7AZ

Thank you for your enquiry regarding work at the above location.  
I enclose a copy of our above referenced drawing, marked to show the approximate position of plant owned and operated by Virgin Media.

You will be aware that you have a duty to ensure that no damage results to this equipment as a result of your proposed works. Please note that this apparatus may contain Fibre Optic, Coaxial and/or 240v Power Cables and as such, special care must be taken when excavating this area.

Should you require Virgin Media apparatus to be diverted we must agree a specification of works and provide a detailed estimate of costs. The costs are £720 (Business) or £240 (Residential) Inc VAT and the charge applies to each individual scheme requested. Both the estimate and specification will be sent to you within 25 working days of when the payment was received.

This initial payment will cover the following: -

- Detailed site visit by an experienced planning engineer. (Up to 10 hours planning time)
- Detailed specification of works.
- Detailed breakdown of costs.

Payment is required in advance for the estimated cost of detailed design work and the charge applies whether or not your works proceed. Please supply us with your payment and a copy of your plans or drawings and quote 'Our Ref' as above.

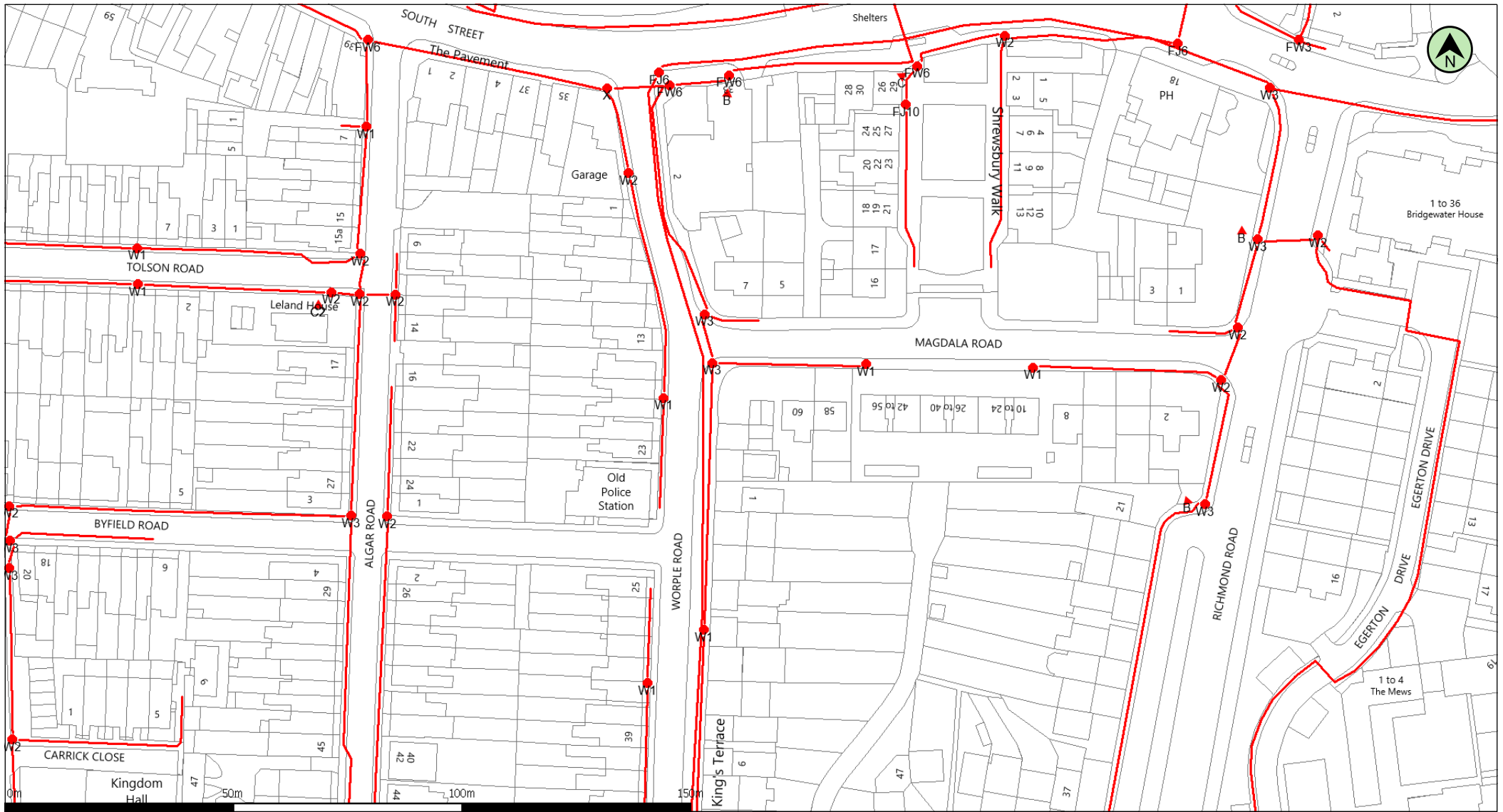
The address to send the cheque is:

Diversionary Works, Virgin Media, 1 Dove Wynd, Strathclyde Business Park Bellshill ML4 3AL

Or if you prefer to talk, please call the Diversionary Team on: 0800 408 0088 Option 1

Yours faithfully

National Plant Enquiries Team,



(c) Crown copyright and database rights 2019 Ordnance Survey 100019209

Date: 21/03/19

Scale: 1:1179

Map Centre: 516378,175645

Data updated: 01/03/19

Telecoms Plan A4

Important Information - please read The purpose of this plan is to identify Virgin Media apparatus. We have tried to make it as accurate as possible but we cannot warrant its accuracy. In addition, we caution that within Virgin Media apparatus there may be instances where mains voltage power cables have been placed inside green, rather than black ducting. Further details can be found using the "Affected Postcodes.pdf", which can be downloaded from this website. Therefore, you must not rely solely on this plan if you are carrying out any excavation or other works in the vicinity of Virgin Media apparatus. The actual position of any underground service must be verified by cable detection equipment, etc. and established on site before any mechanical plant is used. Accordingly, unless it is due to the negligence of Virgin Media, its employees or agents, Virgin Media will not have any liability for any omissions or inaccuracies in the plan or for any loss or damage caused or arising from the use of and/or any reliance on this plan. This plan is produced by Virgin Media Limited (c) Crown copyright and database rights 2019 Ordnance Survey 100019209.

Duct, Trench



Chamber



Cabinet



chilakala.apsar@virginmedia.co.uk

VM.1130864



# Utilities Report



## Affected Utilities

Vodafone

**From:** Gopalakrishnan, Roshni  
**Sent:** 01 April 2019 11:32  
**To:** Utility Solutions GDC Requests  
**Subject:** RE: Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019  
**Attachments:** Affected Map 74456.pdf; Special Requirements.pdf

**Follow Up Flag:** Follow up  
**Due By:** 06 April 2019 00:00  
**Flag Status:** Flagged

CHECKED

Please accept this email as confirmation that Vodafone: Fixed does have apparatus within the vicinity of your proposed works detailed below.

Please see attached network information.

Please also note that according to our records there is leased and/or third party network within your proposed works. However, because the plant is leased/third party we strongly recommend you contact all other utility providers to gather the extent of services within that area. Unfortunately, we are unable to advise who the plant is leased to or who the third party is.

**IMPORTANT - PLEASE READ = Your Next Step?:-**

Where apparatus is affected and requires diversion, please send all the scheme related proposals that affects the Vodafone Network to [c3requests@vodafone.com](mailto:c3requests@vodafone.com) with a request for a 'C3 Budget Estimate'. Please ensure you include a plan showing proposed works. (A location plan is insufficient for Vodafone to provide a costing). These estimates will be provided by Vodafone directly, 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). Diversionary works may be necessary if the existing line of the highway/railway or its levels are altered.

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






Please consider the environment before printing this e-mail

**From:** requests.utilitysolutions@atkinglobal.com <requests.utilitysolutions@atkinglobal.com>  
**Sent:** 19 March 2019 18:42  
**Cc:** Utility Solutions GDC Requests <requests.utilitysolutions@atkinglobal.com>  
**Subject:** Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

Our Reference: 74456  
Site Name: Site off Magdala Road, Isleworth, London  
Works Description: Development Appraisal  
Site Grid References: 516378 175645,516386 175657,516368 175634,516372 175657,516386 175634



## Legend

-  Underground Utility Box.Location Act., T02
-  Underground Route.Route Act. - Owned
-  Underground Route.Route Act. - Leased



Vodafone Limited (No01471587) registered office is at Vodafone House, The Connection, Newbury, Berkshire, RG142FN

Plot Date : 01/04/2019      Scale : 1:1250

This plan shows apparatus owned by members of the Vodafone Group of companies (including legacy telecommunication companies currently within the group)

Information with regard to such apparatus should always be obtained from Vodafone or its appointed agents.



# Special Requirements relating to the External Plant Network of Vodafone

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## 1. Introduction

This document sets out the procedure that will apply when Other Parties intend or are undertaking works in the vicinity of Vodafone apparatus (see Appendix B for further information on what constitutes Vodafone apparatus).

## 2. Purpose of document

This document provides a means by which the Vodafone specific special requirements relating to their apparatus, regardless of it being situated in the public highway / road, private street, land or any other areas, is made aware to Other Parties.



### 3. Scope

This document will be presented to Other Parties or Contractors to encourage those undertaking works within the vicinity of Vodafone apparatus to refer to and comply with. This is in order to protect where necessary the Vodafone apparatus and to avoid damage to the apparatus and loss of service.

A National Joint Utilities Group (NJUG) document NJUG Volume 3 Guidelines on the Management of Third Party Cable Ducting provides useful reference material.

It should be noted that, where appropriate, additional information on avoiding danger from underground apparatus is contained within the HSG47 guidance book titled "Avoiding Danger from Underground Services."

### 4. Vodafone Network and Apparatus

Damage to Vodafone apparatus is extremely disruptive and can be expensive to repair, especially where long lengths of cable have to be replaced.

In order to maintain the network integrity and minimise disruption to service, it is essential that disturbances are absolutely minimal. When working within the vicinity of Vodafone apparatus, extreme care is necessary in order to avoid costly repairs. The Other Parties / Contractor shall make every effort to ensure that disturbance of Vodafone apparatus is no more than is absolutely necessary for the completion of the works in accordance with their contract. It should be noted that it is an offence to interfere with Vodafone apparatus without first contacting the company for advice.

### 5. Plant records

It is the responsibility of the Other Parties undertaking works which may affect Vodafone apparatus to obtain all relevant Vodafone plant records from our agent Atkins Global prior to works commencing. This may be done by contacting the Atkins Global Plant Enquiries Team listed in Appendix B.

Plant records for such enquiries will generally be provided within 10 working days of receipt and in compliance with the New Roads and Street Works Act 1991 [NRSWA] requirements.

### 6. Definitions

The following definitions are applicable in this document:

- a) **Apparatus** - means all surface or sub-surface equipment and plant used by Vodafone including any associated cables or ducts owned, leased or rented by Vodafone.
- b) **Cable** - means any polythene or other sheath containing optical fibres or metallic conductors.
- c) **Depth of cover** - means the depth from the surface to the topmost barrel of the duct nest, in the case of ducts encased in concrete, to the top of the concrete, and in the case of directly buried cable, the top of the cable.
- d) **Jointing chamber** - means any manhole, surface box or other chamber giving access to Vodafone apparatus or their network.
- e) **Utility** - means an organisation licensed to provide gas, water, electricity, Cable TV or telecommunications services.
- f) **Developer** - means an organisation licensed to develop industrial/residential premises or given license to connect to utility apparatus.



- g) **Contractor** - means the individual, firm or company contracted to undertake the work for a Utility or Other Parties.
- h) **Other Parties** - means the Utilities, Highway or Roads Authorities, Developers, Street/Roads Authority Section 50/109 licensees
- i) **Site** - means the location of, or in the vicinity of, the various works.

## 7. Requirements

Prior to commencing any work or moving heavy plant or equipment over any portion of the site, the Other Parties or Contractor shall notify Vodafone of their intentions. This may be done by contacting Vodafone via the contact list in Appendix B.

Upon receipt of this notification, Vodafone will identify if their apparatus is affected. If any Vodafone apparatus is affected by the works then they will arrange for the necessary records to be provided and confirm details of Vodafone apparatus and network operated within the affected area or adjacent to the proposed work site.

### 7.1 Location of Plant

It is the responsibility of the Other Parties or Contractors to undertake adequate plant location procedures. These may include searches for metallic cables which must be performed by actively inducing a signal in a cable conductor via a transmitter. A passive search is not considered sufficient.

Before applying a tracing signal to the Vodafone apparatus, the Other Parties or Contractors shall seek confirmation from Atkins Global that the Vodafone apparatus will not suffer any disruption to its networks normal workings as a result of the nature of the signal being induced.

### 7.2 Trial excavations

Optic fibre cables are very susceptible to damage from excavation tools. They are not electrically conductive and cannot be located by radio induction methods. Once an approximate location is known, the exact location must be ascertained by means of hand dug pilot holes. Where the work to be carried out by the Other Party or Contractor involves excavation in the vicinity of our apparatus, the Other Party or Contractor shall, by trial excavation at his own expense, determine the exact location and depth of the Vodafone apparatus. All excavations adjacent to the Vodafone apparatus are to be carried out by hand until the extent and /or location of the apparatus is known.

All excavation work shall be executed in accordance with the current issue of Health and Safety series booklet HSG47, Avoiding danger from underground services.

## 8. Depths of cover

The Other Party or Contractor should note that the minimum depths of cover for Vodafone apparatus shall be maintained together with specified separation requirements. Where the minimum depths of cover specified by Vodafone cannot be maintained, the Other Party or Contractor shall at their own expense, carry out the instructions of Vodafone requirements for the protection or diversion of their apparatus.

**The Other Party or Contractor should have particular regard to the possibility of encountering Vodafone apparatus (including ducts and cables), at depths of cover other than that reported.**

Surface cables (such as cables on bridges or walls) which are liable to be placed in danger from the Other Parties or Contractors works shall be protected, at the Other Parties expense, as directed by the Vodafone representative.



## 9. Separation

Reference should be made to HSG47 to ensure that adequate separation is achieved. The following details outline the specific requirements of Vodafone and capture the HSG47 requirements.

### 9.1 High voltage cables

High voltage single core cables of 1000 V and above shall have a minimum clearance from Company Apparatus of 500 mm.

High voltage multi-core cables of 1000 V and above shall have a minimum clearance from Company Apparatus of 350 mm.

In exceptional circumstances where the above clearances cannot be maintained, the separating distance may be reduced to a minimum of 175 mm. In such circumstances, concrete, of a quality as directed by the Company Representative, must be inserted to completely fill the space between the High Voltage cable and the Company Apparatus, in accordance with the requirements of the Company Representative. Any further services must have a minimum clearance of 250 mm from the concrete.

### 9.2 Low voltage cables

Low voltage cables of less than 1000 V shall have a minimum clearance from Company Apparatus of 180 mm. In exceptional circumstances where the above clearance cannot be maintained, the separating distance may be reduced to a minimum of 75 mm. In such circumstances, concrete, of a quality as directed by the Company Representative, must be inserted to completely fill the space between the services, in accordance with the requirements of the Company Representative. Any further services must have a minimum clearance of 250 mm from the concrete.

### 9.3 Ancillary electrical apparatus

Street furniture such as lamp posts, traffic posts and other such ancillary electrical apparatus shall have a minimum clearance of 150 mm from underground Company Apparatus and 600mm clearance from above ground Company Apparatus.

### 9.4 High pressure gas mains and other Undertakers plant/equipment

High pressure gas mains shall have a minimum clearance of 450 mm from Company Apparatus. All other undertakers' plant and equipment, when running in parallel with Company Apparatus, shall have a minimum clearance of 200mm. Where gas mains cross Company Apparatus, the minimum clearance shall be 200mm. All other undertakers' plant and equipment, when running across Company Apparatus, shall have a minimum clearance of 100 mm. NJUG Volume 1, Guidelines on the positioning and colour coding of underground utilities' apparatus refers.

### 9.5 Other Undertakers plant

Other undertakers' plant and equipment which runs in parallel with Company Apparatus shall have a minimum clearance of 200mm. All other undertakers' plant and equipment when running across Company Apparatus shall have a minimum clearance of 100mm.

### 9.6 Tramways

Each separating distance shall be individually agreed with the Company Representative.



## 10. Jointing chambers

### 10.1 Protection

Footway type jointing chambers are not designed to withstand carriageway loadings.

Where such chambers are liable to be placed at risk, either temporarily or permanently, from vehicular traffic or from the movement of plant and/or equipment, they will need to be adequately protected. Alternatively, they may have to be demolished and rebuilt to carriageway standards, at the Other Parties or Contractors expense under supervision of Vodafone representative.

All Vodafone jointing chambers and / or other access points shall be kept clear and unobstructed. Access for vehicles, winches, cable drums and / or any further equipment required by Vodafone for the maintenance of its apparatus, must be maintained at all reasonable times.

### 10.2 Access

The covers to Vodafone jointing chambers and / or apparatus shall only be lifted by means of the appropriate keys and under the direct supervision of a Vodafone representative. Other Parties or Contractors shall not enter any Vodafone jointing chamber and / or apparatus unless under the supervision of a Vodafone representative and in any case not before the mandatory gas test has been carried out in the presence of Vodafone representative and such checks have shown it to be safe to enter the Vodafone chamber and / or apparatus. The Other Parties or Contractors shall be given reasonable access to Vodafone apparatus and chambers when required.

## 11. Notification periods

Where the Other Parties or Contractors works or the movement of plant or equipment may endanger Vodafone apparatus, the Other Party or Contractor shall give the Vodafone **at** least 7 working days' notice in writing of the intended date to commence operations.

No excavation should be made without first consulting the relevant Vodafone apparatus layout drawings, which will be made available from the Vodafone agent Atkins Global on request and allowing 28 working days for processing the relevant drawings. However, should this not be possible, direct contact should be made to the Atkins Global Plant Enquiries Team as soon as possible to assess the situation.

When excavating, moving or backfilling (including use of Foamed Concrete for Reinstatements – FCR) around Vodafone apparatus, Vodafone shall be given adequate prior written notice of the Other Parties or Contractors intentions, in order that the works may be adequately supervised. Such notice shall not be less than 3 working days.

## 12. Excavation and backfill

All excavations adjacent to Vodafone apparatus are to be carried out by hand until the extent and or location of the Vodafone apparatus is known.

Use of mechanical borers and / or excavators shall not be used without the supervisory presence of a Vodafone representative or a given exemption.

Shuttering of the excavation or support to Vodafone apparatus, at the Other Parties or Contractors expense, shall be used as directed by the Vodafone representative.

At least 7 working days' notice must be given to Vodafone in order that any special protective measures which may be required to protect Vodafone apparatus, at the Other Parties or Contractors expense, when equipment such as pile driving, explosives, laser cutting high powered RF equipment or RF test gear, is to be used in conjunction with the works.



Other Parties or Contractors are advised to refer to the National Joint Utilities Group publication: NJUG Volume 1- Guidelines on the Positioning and Colour Coding of Underground Utilities' Apparatus

## 13. Foam concrete

If foam concrete is being used as the backfill material, it shall not be used either above or within 500 mm of any Company Apparatus. A suitable material in accordance with the specification for the Reinstatement of Openings in Highways shall be substituted.

## 14. Attendance of Company Representative

If a situation requires the attendance on site of a Vodafone representative for a continuous period of more than 6 hours, suitable facilities shall be provided by the Other Party or Contractor, at their expense, to meet the office and ablution requirements. If a situation arises that requires urgent attention Vodafone will endeavour to attend site within 2 hours for all other occasions arising, 24 hours.

## 15. Damage reports

In the event of any damage whatsoever occurring to Vodafone apparatus, the Other Party or Contractor shall immediately inform Vodafone by contacting their 24/7 number , (for contact details please refer to Appendix A).

All relevant costs of any subsequent repair and / or removal of the Vodafone apparatus shall be charged to the Other Party or Contractor, irrespective of who affects the repair.

The above requirements do not relieve the Other Party or Contractor of any of their obligations under their contract.



## 16. Appendix A – Street Works Team Contacts for Vodafone

Function	Address	Phone	Email Address
Streetworks Team	Vodafone Damage Claims, Pavilion 4, 1-2 Berkeley Square , 99 Berkeley Street Glasgow G3 7HR	0333 304 0759	<a href="mailto:utilitiescentre@vodafone.com">utilitiescentre@vodafone.com</a>
Customer Complaints	n/a	0333 304 0762	n/a
Liability Claims Or Damage to Vodafone Apparatus	Vodafone Damage Claims, Pavilion 4, 1-2 Berkeley Square , 99 Berkeley Street Glasgow G3 7HR	0333 304 1104	<a href="mailto:claims@vodafone.com">claims@vodafone.com</a>
Diversionary Works C2/C3	Atkins Global, PO Box 290, 500 Aztec West, Almondsbury, Bristol, BS32 4RZ.	T: 01454 662881 F: 01454 663330	<a href="mailto:osm.enquiries@atkinsglobal.com">osm.enquiries@atkinsglobal.com</a>
Diversionary Works C4 / Escalations	Smale House, Floor 2E, 114 Great Suffolk Street, London, SE1 OSL	02075281485	<a href="mailto:c3requests@vodafone.com">c3requests@vodafone.com</a>
Emergencies 24 Hour – Defects & Faults	n/a	0333 304 0762	n/a
Plant Enquiries Vodafone inc: Cable & Wireless; Mercury Communications; Thus Plc; Energis; Scottish Telecom; Your Comms; Norweb Comms	Atkins Global PO Box 290 500 Aztec West, Almondsbury, Bristol, BS32 4RZ	T: 01454 662881 F: 01454 663330	<a href="mailto:osm.enquiries@atkinsglobal.com">osm.enquiries@atkinsglobal.com</a>



## 17. Appendix B – What constitutes Vodafone Network

Vodafone own fibre network dedicated to business and residential users of telecommunications and has an international cable network that provides connectivity to 153 countries, either directly or indirectly through partners, reaching across the Atlantic Ocean, through Europe and on to India and throughout Asia. Spanning approximately 500,000 km in length, including interests in more than 69 major global cable systems, our next-generation network improves the quality and performance of telecommunications services through our use of advance optical and IP transmission.

In the UK & Ireland Vodafone's overall network includes the following legacy networks now owned through acquisitions or Company name changes.

Below are examples of what you could see on the streets and should be aware of:



Cable & Wireless became Cable & Wireless Worldwide in 2010





Mercury Communications – changed its name to Cable & Wireless in 1996



Energis – was acquired by Cable Wireless in 2005





Thus plc was acquired by Cable & Wireless in 2008



## Scottish Telecom

Scottish Telecom demerged from its parent company Scottish Power to become Thus plc in 2002





# your communications

Your Communications was integrated into Thus plc in 2006



## NORWEB COMMS

Norweb Communications became Your Communications in 2000



Our apparatus is installed in roads and streets of UK and Ireland, however in some places is undistinguishable from other operators' apparatus, for example in City Centres where high quality infill modular paving chamber covers are found; some with labels and some without.

See below as examples:





The apparatus shown here is now owned, maintained and still in operation by Vodafone and includes.

Vodafone  
Cable & Wireless  
Mercury Communications  
Energis  
Thus plc  
Your Communications  
Norweb Communications  
Scottish Telecom

Please see the Contact Details in Appendix A for Plant Enquiries and help on site.

## 18. About this Document

### Content Owner

Chris Nesbitt

### Changes since last version

Reformatted using the current Vodafone template to include updated Contact Details .

End of Document

# Utilities Report



## Not Affected Utilities

Some Utility Companies have replied to confirm they would not be affected by work on, or close to, the search area. Their responses are enclosed in the following pages for your records.

**From:** Plantenquiries <[plantenquiries@catelecomuk.com](mailto:plantenquiries@catelecomuk.com)>  
**Sent:** 26 March 2019 18:37  
**To:** Utility Solutions GDC Requests  
**Subject:** RE: Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

**Follow Up Flag:** Follow up  
**Due By:** 06 April 2019 00:00  
**Flag Status:** Flagged

**Please Note: Our search criteria has changed. We previously searched for Colt Network which was within 200 metres, this has now changed to 50 metres. The negative response will be for all enquiries that the network is 50 metres or more away from the place of enquiry.**

Dear Sir/Madam,

Thank you for your enquiry for the above reference.

We can confirm that Colt Technology Services do not have apparatus near the above location as presented on your submitted plan, if any development or scheme amendments fall outside the 50 metre perimeter new plans must be submitted for review.

Search is based on Overseeing Organisation Agent data supplied; we do not accept responsibility for O.O. Agent inaccurate data.

If we can be of any further assistance please do not hesitate to contact us.

Kind regards,

**Plant Enquiry Team**



**Please consider the environment before printing this email.**

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**From:** [requests.utilitysolutions@atkinglobal.com](mailto:requests.utilitysolutions@atkinglobal.com) [mailto:[requests.utilitysolutions@atkinglobal.com](mailto:requests.utilitysolutions@atkinglobal.com)]  
**Sent:** 19 March 2019 13:12  
**Cc:** [requests.utilitysolutions@atkinglobal.com](mailto:requests.utilitysolutions@atkinglobal.com)  
**Subject:** Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019



We have checked CityFibre's website and in this instance your area is not affected.

**From:** Plant Enquiries <plantenquiries@energetics-uk.com>  
**Sent:** 19 March 2019 22:07  
**To:** Utility Solutions GDC Requests  
**Subject:** RE: Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

**Follow Up Flag:** Follow up  
**Due By:** 06 April 2019 00:00  
**Flag Status:** Flagged

Dear Sir/Madam,

Thank you for submitting your recent plant enquiry.

Based on the information provided, I can confirm that Energetics **does not** have any plant within the area(s) specified in your request.

If you require further assistance with outstanding enquiries, please call 03300 587 443.

Please ensure all plant enquiries are sent to [plantenquiries@energetics-uk.com](mailto:plantenquiries@energetics-uk.com)

Regards



**From:** requests.utilitysolutions@atkinsglobal.com <requests.utilitysolutions@atkinsglobal.com>  
**Sent:** 19 March 2019 13:12  
**Cc:** requests.utilitysolutions@atkinsglobal.com  
**Subject:** Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

Our Reference: 74456  
Site Name: Site off Magdala Road, Isleworth, London  
Works Description: Development Appraisal  
Site Grid References: 516378 175645,516386 175657,516368 175634,516372 175657,516386 175634

To whom it may concern,

Please find enclosed a plant enquiry for your attention.

**We request plans showing the location of your company's affected plant in relation to the [entire site area shown within the boundary on the attached map](#). Grid references and postcodes relative to the site boundary are provided on the attached map to help you locate the site.**

Within your response please quote our reference number and the name of the site shown above. If you do not have any apparatus in this area, please could you send written confirmation to declare that no apparatus is affected. Please also include information relating to the use and location of Radio Frequency Identification Devices (RFIDs) where available.

**It would be greatly appreciated if you could respond to this enquiry by 05/04/2019.** Your prompt response will assist with our clients proposals in your interests of plant protection.

If you have any queries in relation to this plant enquiry please do not hesitate to contact us.

## Utility Solutions GDC Requests

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**From:** esp@safedigs.co.uk  
**Sent:** 26 March 2019 17:19  
**To:** Utility Solutions Searches  
**Subject:** ESP Utilities Group Plant Not Affected Notice LSBUD Ref. 15157712  
**Attachments:** No Assets Affected Letter.pdf

26/03/2019

LinesearchbeforeUdig Ref: 15157712  
Your Ref: LM 74456/AV

Dear Sir/Madam,

Further to your enquiry received on 26/03/2019 11:47:35 AM please find attached the ESP Utilities Group (ESP) response to your enquiry.

If your proposed work site was found to be in the vicinity of ESP plant, project drawing as laid extracts for these sites are enclosed (not to scale) for your information which show the approximate location of the ESP gas/electric network close to the area of interest.

As your plans for the proposed work develop you are required to keep ESP regularly updated about the extent and nature of your proposed works in order for us to fully establish whether any additional precautionary or diversionary works are necessary to protect our gas network.

Arrangements can be set in place so that one of our representatives can meet on site (date to be agreed) and we will be happy to discuss the impact of your proposals on the gas network once we have received the details.

ESP are continually constructing new gas and electricity networks and this notification is valid for 90 days from the date of this letter. If your proposed works start after this period of time, please re-submit your linesearchbeforeUdig enquiry.

The attached files are in PDF format, to view them you will need Adobe Acrobat Reader(R). You can download it free of charge from [https://urldefense.proofpoint.com/v2/url?u=http-3A\\_\\_get.adobe.com\\_reader&d=DwlGaQ&c=cUkzcZGZt-E3UgRE832-4A&r=BqIHkL8ufuhQBdJMZ0VT7kf7jMd11FuULBy7BGUDrUg&m=YFKt6hKGiauJAaNb2eWfEKmWtWRdFUC6ydvFJPkLa2A&s=qCnDOug\\_rjJWYgJwNJDqcig9QFt3-7vZn7F007FnyJo&e=](https://urldefense.proofpoint.com/v2/url?u=http-3A__get.adobe.com_reader&d=DwlGaQ&c=cUkzcZGZt-E3UgRE832-4A&r=BqIHkL8ufuhQBdJMZ0VT7kf7jMd11FuULBy7BGUDrUg&m=YFKt6hKGiauJAaNb2eWfEKmWtWRdFUC6ydvFJPkLa2A&s=qCnDOug_rjJWYgJwNJDqcig9QFt3-7vZn7F007FnyJo&e=)

Yours sincerely,

ESP Utilities Group Ltd

ESP Utilities Group Ltd can be contacted at:

Office Address: Bluebird House, Mole Business Park, Leatherhead, Surrey, KT22 7BA

ESP Utilities Group  
Unit 22, Bluebird House, Mole Business Park,  
Leatherhead,  
Surrey, KT22 7BA  
Phone: 01372 587500  
Email: [plantresponses@espug.com](mailto:plantresponses@espug.com)



Dear Sir/Madam,

Thank you for your recent plant enquiry.

I can confirm that ESP Utilities Group Ltd has no gas or electric apparatus in the vicinity of this site address and will not be affected by your proposed works.

ESP are continually laying new gas and electricity networks and this notification is valid for 90 days from the date of this letter. If your proposed works start after this period of time, please re-submit your enquiry.

Yours faithfully,

**ESP Utilities Group**

Phone: 01372 587500

Email: [plantresponses@espug.com](mailto:plantresponses@espug.com)

**From:** plantenquiryservice@gtc-uk.co.uk  
**Sent:** 19 March 2019 20:00  
**To:** Utility Solutions GDC Requests  
**Subject:** GTC Plant Enquiry - Ref- 936154  
**Attachments:** 936154.png

**Follow Up Flag:** Follow up  
**Due By:** 06 April 2019 00:00  
**Flag Status:** Flagged

### **GTC Apparatus Not Found In Search Area**

**Our Plant Enquiry Service Ref: 936154**  
**Your Enquiry Ref: LM 74456/PC**

Dear Chrissy,

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:

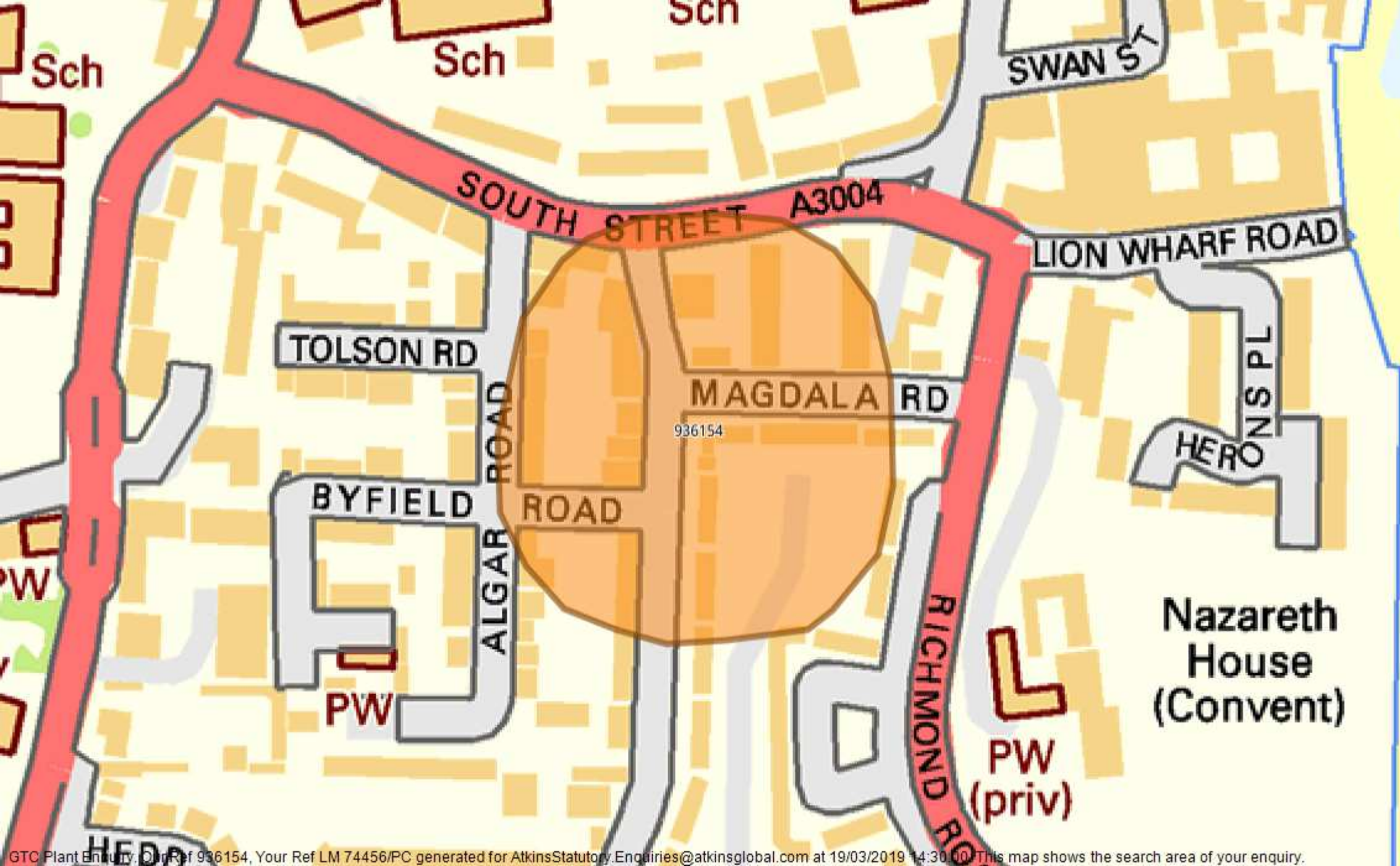
- GTC Pipelines Limited
- Independent Pipelines Limited
- Quadrant Pipelines Limited
- Electricity Network Company Limited
- Independent Power Networks Limited
- Independent Water Networks Limited
- Independent Fibre Networks Limited
- Independent Community Heating Limited

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

**Your sincerely,**

GTC Plant Enquiry Service.

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



**From:** Plantenquiries <Plantenquiries@instalcom.co.uk>  
**Sent:** 22 March 2019 19:09  
**To:** Utility Solutions GDC Requests  
**Subject:** E03-19-4951 RE: Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

**Follow Up Flag:** Follow up  
**Due By:** 06 April 2019 00:00  
**Flag Status:** Flagged

Dear Sir or Madam,

Thank you for your plant enquiry below.

We can confirm that CenturyLink Communications UK Limited (formerly 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.

Instalcom 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.**

Regards

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

Office: +44 (0)208 731 4613  
Fax: +44 (0)208 731 4601  
Email: [plantenquiries@instalcom.co.uk](mailto:plantenquiries@instalcom.co.uk)  
Web: <http://www.instalcom.co.uk>



**From:** requests.utilitysolutions@atkinsglobal.com [mailto:requests.utilitysolutions@atkinsglobal.com]  
**Sent:** 19 March 2019 13:12  
**Cc:** requests.utilitysolutions@atkinsglobal.com  
**Subject:** Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

Our Reference: 74456  
Site Name: Site off Magdala Road, Isleworth, London  
Works Description: Development Appraisal

**From:** LULHVpowerassets@tfl.gov.uk  
**Sent:** 21 March 2019 14:27  
**To:** Utility Solutions Searches  
**Subject:** NRSWA Request Response - Your Reference 74456

**Follow Up Flag:** Follow up  
**Due By:** 06 April 2019 00:00  
**Flag Status:** Flagged

Our Ref: **NTGSSTVW**  
Your Ref: **74456**  
Date: 21 March 2019

Name: **Utility Solutions**  
Company Name: **Atkins Global**

Dear Sir/Madam

We acknowledge receipt of your Letter / New Roads & Street Works Act Enquiry dated **19/03/19** relating to the following enquiry:

**Site Name:** Site off Magdala Road, Isleworth, London  
**Works Description:** Development Appraisal  
**Site Grid References:** 516378 175645

We have no H.V. cables or cable duct routes in the immediate area in question. Please note that we only manage High Voltage, Pilot and Fibre Optic Cables for the London Underground distribution network.

Yours sincerely,

On Behalf of the H.V. Cables Manager

Title: NRSWA co-ordinator

Email: **LULHVpowerassets@tfl.gov.uk**

London Underground  
Power Distribution  
Units 7 & 8, Station Road  
Drawing Office  
Tufnell Park  
London  
N19 5UW  
Tel: 0203 054 8418/0203 054 8354

\*\*\*\*\*

**From:** Adams Mandy <Mandy.Adams@networkrail.co.uk> on behalf of OP Buried Services Enquiries <OPBuriedServicesEnquiries@networkrail.co.uk>  
**Sent:** 19 March 2019 19:49  
**To:** Utility Solutions GDC Requests  
**Subject:** RE: Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

**Follow Up Flag:** Follow up  
**Due By:** 06 April 2019 00:00  
**Flag Status:** Flagged

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.

<http://www.networkrail.co.uk/asp/1758.aspx?cd=1>

If you require any further clarification on any of the information please contact [opburiedservicesenquiries@networkrail.co.uk](mailto:opburiedservicesenquiries@networkrail.co.uk).

Regards

**Mandy Adams**

Distribution Administrator, Worksite Survey

**Asset Information Services: inspiring & enabling through the power of data**

National Records Centre, Audax Road, Clifton Moor, York, YO30 4US

T: 01904 386374 (int: 35374)

E: [mandy.adams@networkrail.co.uk](mailto:mandy.adams@networkrail.co.uk)

**Network Rail – working for you**

**AIS Hub**

[Visit the new AIS Hub site](#) for information, user guides, key contacts, and more on all our services.

AIS Hub is replacing ASD Online and our Connect pages from Monday 3 September 2018

**Worksite Survey Page** [Visit the Worksite Survey Hub Site](#)

For information on the services we offer and search request forms.

**From:** requests.utilitysolutions@atkinsglobal.com <requests.utilitysolutions@atkinsglobal.com>

**Sent:** 19 March 2019 13:12

**Cc:** requests.utilitysolutions@atkinsglobal.com

**Subject:** Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

Our Reference: 74456



We have checked Trafficmaster's website and in this instance your area is not affected.



**Your ref:** 74456

**Ref:** AD/NRS46197WA/ENQ/TFL: 52478

21<sup>st</sup> March 2019

Dear Sir/Madam

**Plant Enquiry:** Site off Magdala Road, Isleworth, London

Thank you for your email dated 19<sup>th</sup> March 2019.

Our records show no traffic control equipment, within the sites of your anticipated works.

Should you vary the location of the works, please inform us so that further checks can be made.

The information relates to traffic control equipment, owned by Transport for London and believed to be correct.

Yours faithfully

Viv Lloyd  
Plant Enquiries Officer  
Network Performance - Regulation  
[Transport for London](#)  
Surface Transport | Network Management Directorate  
[Email: plantenquiries@tfl.gov.uk](mailto:plantenquiries@tfl.gov.uk)

**From:** UK OSP-Team <osp-team@uk.verizon.com>  
**Sent:** 19 March 2019 22:10  
**To:** Utility Solutions GDC Requests  
**Cc:** UK OSP-Team  
**Subject:** RE: [E] Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

**Follow Up Flag:** Follow up  
**Due By:** 06 April 2019 00:00  
**Flag Status:** Flagged

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 E.mail osp-team@uk.verizon.com

**From:** requests.utilitysolutions@atkingglobal.com [mailto:requests.utilitysolutions@atkingglobal.com]  
**Sent:** Tuesday, March 19, 2019 1:12 PM  
**Cc:** requests.utilitysolutions@atkingglobal.com  
**Subject:** [E] Plant Enquiry - 74456 - Site off Magdala Road, Isleworth, London - Please respond by 05/04/2019

Our Reference: 74456  
Site Name: Site off Magdala Road, Isleworth, London  
Works Description: Development Appraisal  
Site Grid References: 516378 175645,516386 175657,516368 175634,516372 175657,516386 175634

To whom it may concern,

Please find enclosed a plant enquiry for your attention.

**We request plans showing the location of your company's affected plant in relation to the [entire site area shown within the boundary on the attached map](#). Grid references and postcodes relative to the site boundary are provided on the attached map to help you locate the site.**

Within your response please quote our reference number and the name of the site shown above. If you do not have any apparatus in this area, please could you send written confirmation to declare that no apparatus is affected. Please also include information relating to the use and location of Radio Frequency Identification Devices (RFIDs) where available.

**It would be greatly appreciated if you could respond to this enquiry by 05/04/2019.** Your prompt response will assist with our clients proposals in your interests of plant protection.

If you have any queries in relation to this plant enquiry please do not hesitate to contact us.

Kind regards,

**ATKINS - Utility Solutions**

## 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](mailto:helpdesk@landmark.co.uk)

Landmark Information Group Ltd is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered search firms maintain compliance with the Code.

## The Search Code:

- Provides protection for homebuyers, sellers, estate agents, conveyancers and mortgage lenders who rely on the information included in property search reports undertaken by subscribers on residential and commercial property within the United Kingdom.
- Sets out minimum standards which firms compiling and selling search reports have to meet.
- Promotes the best practice and quality standards within the industry for the benefit of consumers and property professionals.
- Enables consumers and property professionals to have confidence in firms which subscribe to the code, their products and services.

By giving you this information, the search firm is confirming that they keep to the principles of the Code. This provides important protection for you.

## The Code's core principles

Firms which subscribe to the Search Code will:

- Display the Search Code logo prominently on their search reports.
- Act with integrity and carry out work with due skill, care and diligence.
- At all times maintain adequate and appropriate insurance to protect consumers.
- Conduct business in an honest, fair and professional manner.
- Handle complaints speedily and fairly.
- Ensure that products and services comply with industry registration rules and standards and relevant laws.
- Monitor their compliance with the Code.

## 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 Code.

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

TPOs Contact Details:

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

Tel: 01722 333306  
Fax: 01722 332296  
Web site: [www.tpos.co.uk](http://www.tpos.co.uk)  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

You can get more information about the PCCB from [www.propertycodes.org.uk](http://www.propertycodes.org.uk).  
PLEASE ASK YOUR SEARCH PROVIDER IF YOU WOULD LIKE A COPY OF THE SEARCH CODE

## Complaints Procedure

If you want to make a complaint, 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:

Landmark Information Group Ltd  
Landmark UK Property  
Imperium  
Imperial Way  
Reading  
RG2 0TD

Tel: 0844 844 9966  
Email: [helpdesk@landmark.co.uk](mailto: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](mailto:admin@tpos.co.uk)

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