

# **Anglian Water's Cross Sector Infrastructure Access Statement**

**March 2019**

# Contents

<b>1.0</b>	<b>Introduction.....</b>	<b>3</b>
1.1	Our objectives .....	3
1.2	What we do .....	3
1.3	Where we operate .....	4
<b>2.0</b>	<b>Purpose .....</b>	<b>4</b>
<b>3.0</b>	<b>Site Contact .....</b>	<b>5</b>
<b>4.0</b>	<b>Arrangements for Accessing Information .....</b>	<b>5</b>
4.1	Locating our assets: .....	5
<b>5.0</b>	<b>The Process .....</b>	<b>6</b>
5.1	Contacting us .....	6
5.2	Crossing a Water Main or Sewer .....	6
5.3	Diverting an existing Water Main.....	7
5.4	Diverting an existing Public Sewer.....	7
5.5	Building over or near a Water Main .....	7
5.6	Building over or near to a Public Sewer .....	7
5.7	Timescales.....	8
<b>6.0</b>	<b>Fees and Charges .....</b>	<b>8</b>
<b>7.0</b>	<b>Keeping Infrastructure Providers Informed .....</b>	<b>8</b>
<b>8.0</b>	<b>Dispute Resolution .....</b>	<b>8</b>

## 1.0 Introduction

### 1.1 Our objectives

At Anglian Water we seek to enable development and support growth within our region. We know that a key part of this is enabling extensions to essential infrastructure.

As well as supporting vital development we also need to protect the assets that we use to deliver vital water and sewerage services to our customers. We also need to ensure that we can access our assets to carry out essential maintenance activities.

### 1.2 What we do

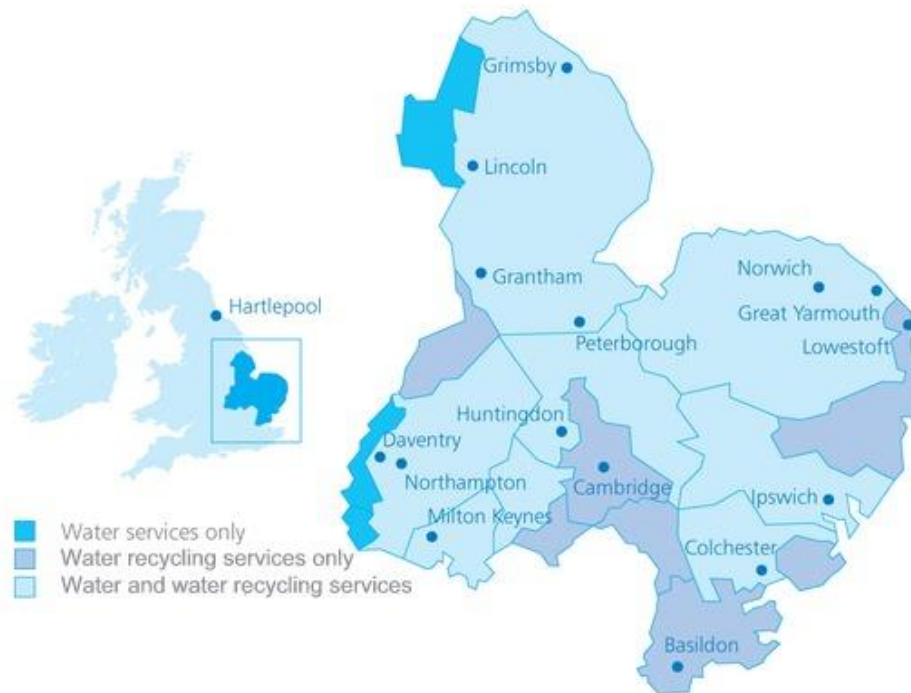
We have two major statutory duties (as set out in the Water Industry Act 1991). The first relates to the supply of drinking water, which is our “duty to develop and maintain an efficient and economical system of water supply within our area and to ensure that all such arrangements have been made for providing supplies of water to customer premises and for maintaining, improving and extending the water mains and other pipes”.

The second duty is our “duty to provide, improve and extend a system of public sewers and to cleanse and maintain those sewers as to ensure that the area we serve is and continues to be effectually drained; and to make provision for the emptying of those sewers and such further provision as is necessary from time to time for effectually dealing with the contents of those sewers”.

Our key assets used to carry out our duties include:

- Over 76,000km of sewers
- 38,000km of water mains,
- 1,123 water recycling centres,
- 143 water treatment works,
- 5,000 sewage pumping stations,
- 329 water towers and service reservoirs; and
- 14 raw water reservoirs.

## 1.3 Where we operate



Our region stretches from the Humber, north of Grimsby, to the Thames estuary in the south and from Buckinghamshire in the west to Lowestoft on the east coast. We provide services across an area of 28,000 square km and are the largest water and water recycling company in England and Wales by geographic area.

## 2.0 Purpose

In this access statement we present the practical information necessary for infrastructure providers whose work requires them to cross or work near our assets. Our purpose is to ensure a clear, predictable and easily understood process for interactions between ourselves and other infrastructure providers.

This statement provides information about:

- A point of contact to cross or work near our assets
- Arrangements for accessing information about our assets
- The process that will be followed to agree arrangements to cross or work near our assets
- The fees and charges that may need to be paid
- How you will be kept informed
- How any disputes will be resolved.

More information about working across or near our assets can be found on the Builders and Developers section of our [website](#). However, this document should be treated as the primary source of information and will be kept up to date on the '[Locating our assets](#)' section of our website.

Nothing in this Access Statement overrides the responsibilities of infrastructure providers and developers under planning or any other legislation.

### 3.0 Site Contact

For large sites, initial contact with Anglian Water will be through our Pre-development team. You can find out how to contact them [here](#).

You will then be assigned a single point of contact for liaison about working near our assets which will be your Growth Liaison Manager as detailed in the table below:

Growth Liaison Manager	Geographic area covered
John Young	Bedfordshire, Buckinghamshire, Northamptonshire and the borders of Leicestershire and Hertfordshire
Rob Morris	Cambridgeshire, North Norfolk
Paul Lancaster	Essex, South Norfolk, Suffolk
Anthony Hughes	Area North of Peterborough

Your Growth Liaison Manager will be the single point of contact throughout the construction process.

In cases where the work being carried out is considered minor, it will be assigned to a Project Engineer to be the single point of contact for all water schemes. For drainage schemes, your application will be dealt with by one of our Drainage Engineers.

If, for any reason, your Growth Liaison Manager is not contactable you may call our Development Services team on 0345 60 66 087 (8.00am to 5.00pm Mon to Fri).

### 4.0 Arrangements for Accessing Information

#### 4.1 Locating our assets:

To understand whether work you propose to carry out will go near to or cross our assets; maps detailing the location of our water and water recycling infrastructure and assets are available on request from [REDACTED]. This includes both underground assets (pipes) and above ground assets such as pumping stations, water treatment works and water recycling works.

To order a map for sites within our operating areas, you will need to register on the website and will then be able to search for your chosen location and get an instant quote online.

You can also view maps free of charge at your local council office, (please contact them directly for access and opening hours) or at: Anglian Water, Osprey House, 1 Percy Road, Huntingdon, Cambridgeshire PE29 6SZ (Open Monday to Friday 9.00am to 5.00pm, excluding bank holidays). If you require printed versions of maps, charges will apply.

Depths to services cannot be provided uniformly across our region where records do not exist. If depths are required where data do not exist a survey would be required at the infrastructure provider's expense.

## 5.0 The Process

If the scheme you are involved in is complex, your initial contact with us will be through the Pre-development team.

Once we understand your infrastructure needs, you will be assigned a Growth Liaison Manager if required. If the scheme is simple, you will be asked to interact directly with our Drainage or Water Development Services Teams.

You will be required to apply formally depending on the work type:

- Building over/near to (sewers only)
- Diversion
- Crossing (advice only)

For simple drainage schemes, we will vet your application and approve for your sewerage contractors to carry out any works. There are occasions where at pre-development stage, we will identify that the drainage scheme is complex and should be managed and carried out by our partners. On these occasions, you will be assigned a Growth Liaison Manager. For water schemes, we will instruct our partners to carry out the works on your behalf.

### 5.1 Contacting us

In some situations you may not need to contact us if you are working near our assets. Any work undertaken outside our standard easement widths along pipelines may proceed without reference. These widths are shown in the following table:

For land where no development is proposed		For land marked for development or land use changes within the next 20 years in the local plan.	
Pipe Size (mm)	Easement protection required (m) (Overall distance)	Pipe Size (mm)	Easement protection required (m) (Overall distance)
≤ 249	4.0	< 149	4.5
250-449	5.0	150-449	6.0
450-599	6.0	450-749	9.0
≥600	7.0	>750	12.0

**Please note:** These easement widths are based on a nominal depth of cover (0.9m) to pipes. Easements may be widened where pipes are laid deeper than nominal depth. For example, water mains laid in peat are required to be at 1.1m depth and easements are increased proportionately.

These easement restrictions do not override the general obligation not to damage our assets. We can offer advice for safe ways of working. We may allow roads to be built along a pipeline, provided that we will be able to gain access to carry out maintenance and repairs if necessary. Fences and walls must not be built along the course of a pipe as they will restrict access.

### 5.2 Crossing a Water Main or Sewer

We do not require infrastructure providers crossing a water main or sewer to seek consent from us. However, any damage to a sewer would comprise a civil liability and certain damage

to a water main would comprise a criminal liability under Section 174 of the Water Industry Act. We can provide advice on how to cross these assets safely and charge the cost price for these services.

### 5.3 Diverting an existing Water Main

If an existing water main is in the vicinity of your planned works, we can, if practical, divert the main. We will design and estimate the costs of this work and complete the diversion on your behalf.

If an existing water main needs diverting, we will design and estimate the cost of these works. The applicant will pay the full amount of the estimated costs. On completion of the work the costs will be recalculated using the actual costs incurred, and the applicant will be billed for any additional costs or refunded if actual costs are less than estimated.

We will charge a design deposit upon application for a water main diversion. This will be deducted from the scheme costs once the work has been completed.

### 5.4 Diverting an existing Public Sewer

If the location of a public sewer is preventing your infrastructure project from progressing, we may allow you to divert, alter or remove the sewer.

In order to divert a public sewer:

- You will have to enter into a legal agreement to allow you to divert the public sewer.
- You will be responsible for the costs of carrying out the work, along with fees payable in association with the agreement.

Find out more about diverting a sewer on our [sewer diversion webpage](#).

If an existing sewer needs diverting we will charge the infrastructure provider for completion of the work. For off site diversions that require works on third party land we will meet the land agent/ compensation costs; however these will be re-charged to the infrastructure provider at cost.

### 5.5 Building over or near a Water Main

Unlike sewers, where building regulations may permit building over or close to public sewers, we DO NOT permit building over water mains or within the easement limits (outlined above). Water mains operate at pressure; hence they have the potential to cause considerable damage for which we could not be held liable.

### 5.6 Building over or near to a Public Sewer

Some parts of the public sewerage system are situated within the boundary of properties and you must obtain our authorisation to carry out any building works over or within 3m of the public sewerage system.

Please visit our [website](#) to find out how to make an application to build over a public sewer.

The building over of a pumped/rising main sewer is not permitted under any circumstances. An [application](#) for a diversion of the sewer must be applied for instead.

## 5.7 Timescales

After we have received a Section 185 Diversion Request, we will confirm receipt of the request within 5 days. We will aim to respond to the request with a technical vetting decision within 28 days. If we do not expect to meet this timescale we will inform infrastructure providers in advance.

## 6.0 Fees and Charges

Details of our fees and charges can be found on our [website](#) at the following location.

Our charges are reviewed annually and run from 1 April to 31 March.

We do not require indemnities for work that crosses or is carried out near our assets.

## 7.0 Keeping Infrastructure Providers Informed

Infrastructure providers will be kept informed during the design and construction process by the Growth Liaison Management team.

Infrastructure providers will be promptly and proactively informed of any changes to agreed timescales where practicable and once the changes are known.

We give a minimum notice period for changing our plans before work commences. Once work has started on site we will not change our programme unless required by the infrastructure provider.

## 8.0 Dispute Resolution

We follow the Street Works UK [guidelines on Co-ordination, Co-operation & Communication](#), which is a document detailing cross-industry agreed best practice on working with other utilities. This should minimise the number of disputes.

Any disputes that cannot be solved by the Senior Development Services Account Manager will be passed on internally to Anglian Water's Head of Development Services who will be able to co-ordinate any negotiations with infrastructure providers.

Any infrastructure provider disputing an unsuccessful application to divert a water main or sewer has the right to appeal directly to Ofwat.

Case Management Office  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham  
B5 4UA

[casemanagementoffice@ofwat.gsi.gov.uk](mailto:casemanagementoffice@ofwat.gsi.gov.uk)