

Report

## London Oxford Airport (LOA) Utility Statement

**Prepared for**

**London Oxford Airport**

**By YES Engineering Group Limited**

February 2023



## Revision History

Revision N°	Prepared By	Description	Date
A	Matthew Roberts	For Planning	11 December 2022

## Document Acceptance

Action	Name	Signed	Date
Reviewed and Approved by	G Parker		22 January 2023
on behalf of	YES Engineering Group Limited		

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 (unless YES Engineering has expressly agreed otherwise with the Client in writing)

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**Table of Contents**

- 1 Introduction..... 2**
  - 1.1 General ..... 2
  - 1.2 Site Description ..... 2
- 2 General Utility Provisions ..... 3**
  - 2.1 Natural Gas ..... 3
  - 2.2 Drainage and Water connections ..... 3
  - 2.3 Electrical ..... 5
  - 2.4 Onsite Generation ..... 6
- Appendix A – Load Assessment..... 7**
- Appendix B – Upgrade works Scottish and Southern ..... 8**

# 1 Introduction

## 1.1 General

YES Engineering has been engaged to prepare a Utility Statement as part of the planning application for a land redevelopment London Oxford Airport (LOA), OX5, 1GB. The development will utilise previously developed land to replace mid-century former MOD buildings with new energy efficient, fit for purpose accommodation suitable for high value employment uses.

The planning application is for an increase of the building footprint from 4863m<sup>2</sup> to 10334m<sup>2</sup>, an uplift of 213% with 5 new developments on the site.

This Utility Statement covers the entire development and outlines the utilities details for the wider development.

## 1.2 Site Description

The development will utilise previously developed land to replace mid-century former MOD buildings with new energy efficient, fit for purpose accommodation suitable for high value employment uses. The new development comprises of buildings A-E. Each building is split with into several units of either lab or office space. Figure 1 illustratively demonstrates how the development could be laid out. It is located on a site denoted by the Cherwell District Council as 'London Oxford Airport', which is situated in Langford Ln, Kidlington OX5 1RA, United Kingdom



## **2 General Utility Provisions**

### **2.1 Natural Gas**

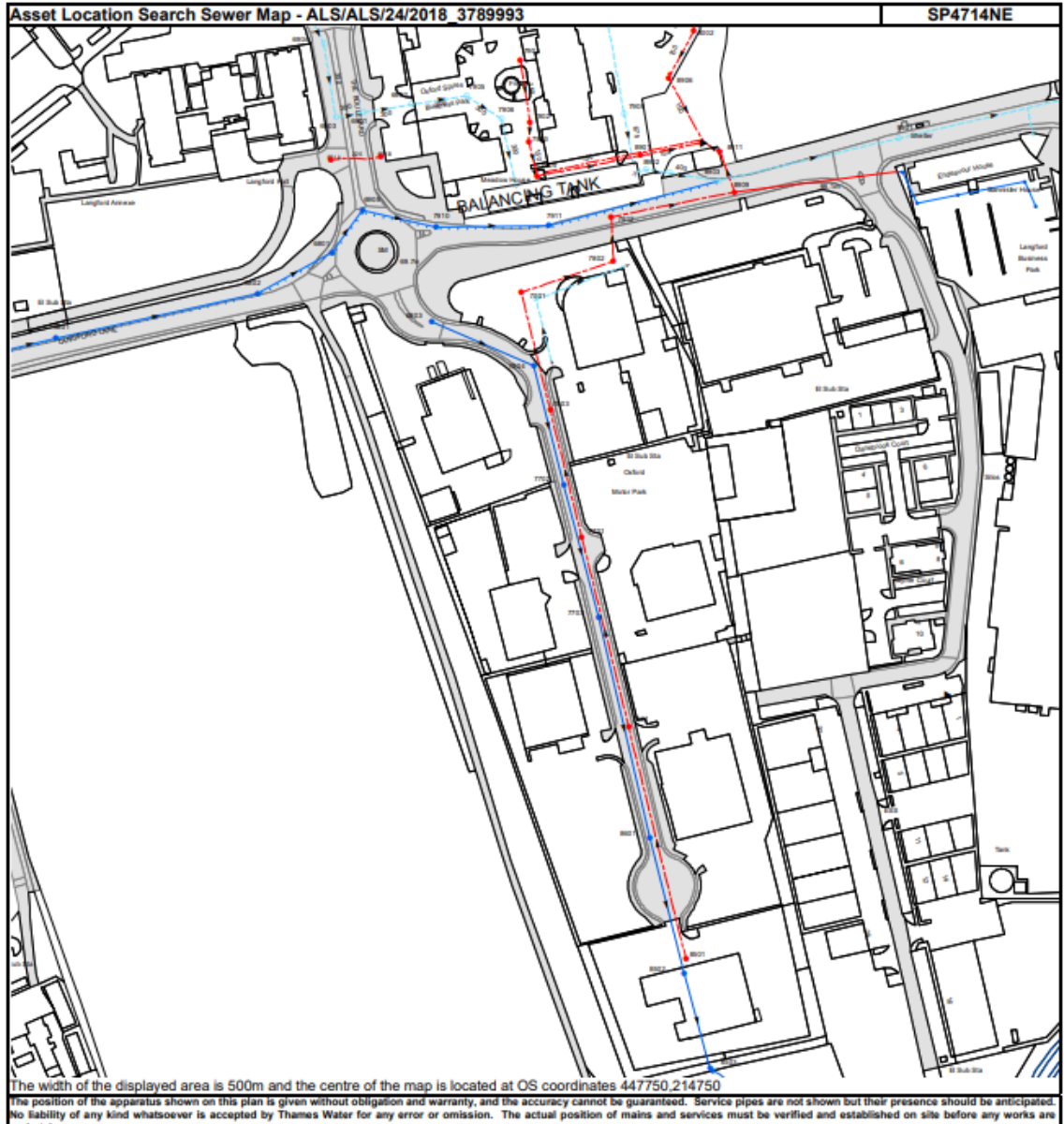
The site is proposed to utilise electrically driven cooling and heating systems predominantly through the use of ground source heat pumps. This negates the need for a site gas supply.

### **2.2 Drainage and Water connections**

Drainage and water connections will be detailed and sized to accommodate the building WC, shower and kitchenette arrangements once the internal designs are undertaken. These are expected to be in line with normal practice for office design.

No applications of enhanced drainage connections or water supplies have been made at this stage.

Enquiries as to local sewer and water infrastructure have been made and the local network identified. See below excerpts of local network drawings. Refer to Appendix C for full Thames Water report.





### 2.3 Electrical

As a high tech park the site is intended to have flexibility for lab and high intensity users however the exact mix of tenants and associated demand is not defined at this stage.

An initial assessment of site cooling and electrical loads has been produced and included within Appendix A.

This identifies an expected peak electrical load of approximately 1.2MW.

An electricity application for a 1MW supply has been submitted and is expected to closely match the initial site demands.

Scottish and Southern have identified network upgrades required for the provision of the enhanced supply and have provided the attached summary of works (attached Appendix B document 'Upgrade works Scottish and Southern').

The above document identifies several reinforcement works required to the local network with anticipated completion dates of Q2 2026.

The attached quotation Appendix B 'Offer Letter Scottish and Southern' outlines the Scottish and Southern offer and associated fees for the works.

EV chargers have been considered and will be provided for approximately 89 car parking spaces. This capacity has not been included in the load calculation at this stage as the system will actively monitor site load and distribute any 'spare' capacity to all chargers plugged in. This will occur in real time. Detailed requirements will be calculated as part of a submission for additional power longer term from the local supply authority.

## **2.4 Onsite Generation**

Infrastructure for the potential installation of backup generator provision will be designed into the scheme to accommodate potential resiliency requirements of technology users.

Generators will not initially be installed but locations will be outlined and cabling and panels designed accordingly. The system would also be designed to allow potential paralleling with mains in the event of future supply issues requiring additional onsite generation. Provision for the future possible connection of up to 1MW of generator capacity will be made within this infrastructure.

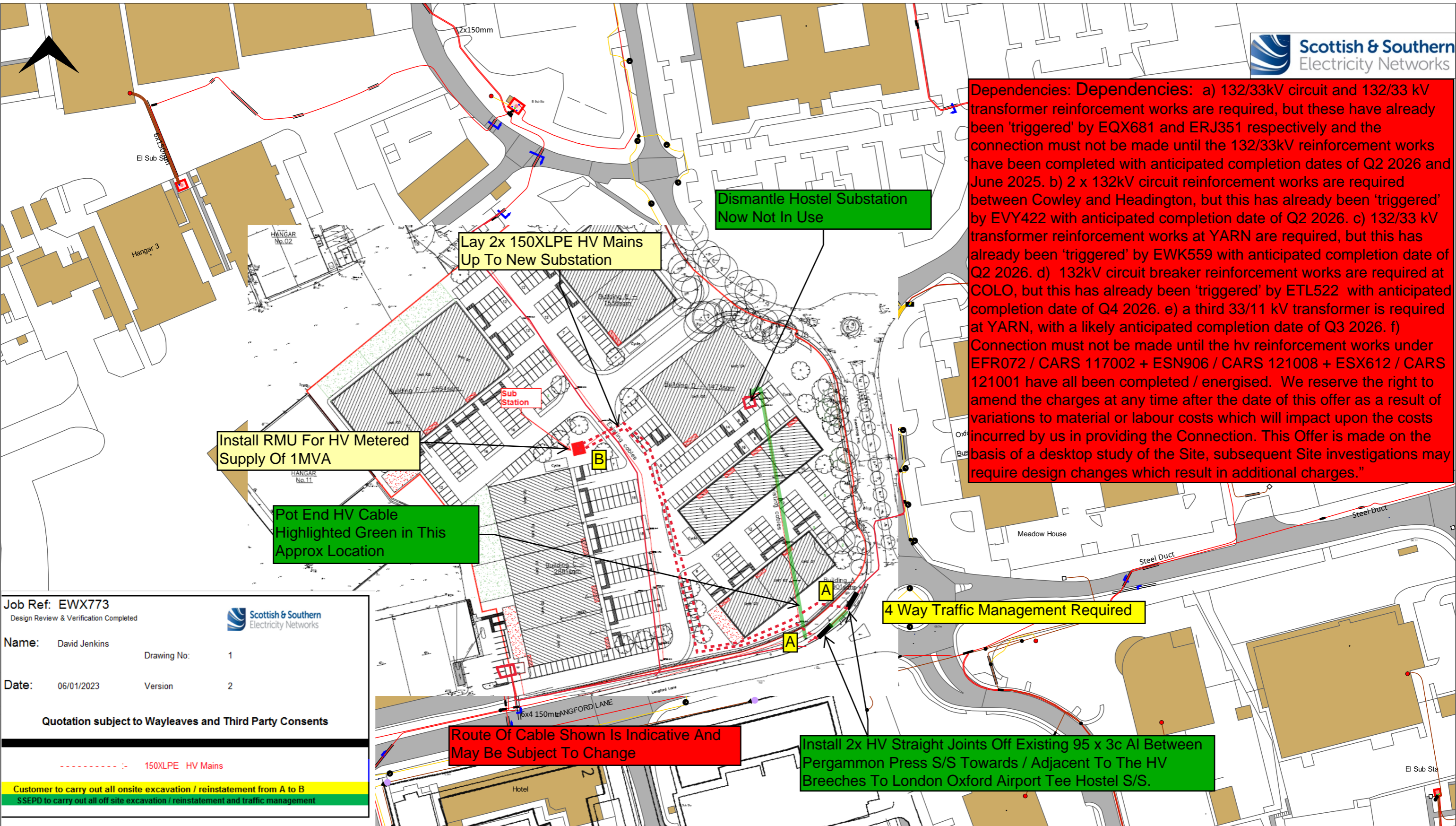


# Appendix A – Load Assessment

LONDON OXFORD - 80% LABS & 20% OFFICE

STOREYS					GF AREA (m2)	TOTAL AREA (m2)	LAB AREA (m2)	OFFICE AREA (m2)	OFFICE HEAD COUNT	OFFICE COOLING (kW)	OFFICE HEATING (kW)	OFFICE VENTILATION (L/s)	LAB COOLING (kW)	OFFICE PLANT AREA (m2)	LAB PLANT AREA (m2)	TOTAL AREA (m2)	Electrical Lighting Load	Electrical small power load	Electrical for mech load	Electrical for MDF	Block/site Diversity	TOTAL Elec load
<b>Building A</b>																						
Unit 1	2	270	540	432	108	16.2			9.72	4.32	162	25.92	22.1	0.0	22.1	4320	28620	11880	25000			
Unit 2	2	270	540	432	108	16.2			9.72	4.32	162	25.92	22.1	0.0	22.1	4320	28620	11880	25000			
Unit 3	2	360	720	576	144	21.6			12.96	5.76	216	34.56	22.6	0.0	22.6	5760	38160	15840	25000			
<b>Total</b>		<b>900</b>	<b>1800</b>	<b>1440</b>	<b>360</b>	<b>54</b>			<b>32.4</b>	<b>14.4</b>	<b>540</b>	<b>1440</b>	<b>66.8</b>	<b>0.0</b>	<b>66.8</b>	<b>14400</b>	<b>95400</b>	<b>39600</b>	<b>75000</b>	<b>0.75</b>	<b>168300</b>	
<b>Building B</b>																						
Unit 1	2	360	720	576	144	21.6			12.96	5.76	216	34.56	22.6	0.0	22.6	5760	38160	15840	25000			
Unit 2	2	270	540	432	108	16.2			9.72	4.32	162	25.92	22.1	0.0	22.1	4320	28620	11880	25000			
Unit 3	2	270	540	432	108	16.2			9.72	4.32	162	25.92	22.1	0.0	22.1	4320	28620	11880	25000			
Unit 4	2	270	540	432	108	16.2			9.72	4.32	162	25.92	22.1	0.0	22.1	4320	28620	11880	25000			
<b>Total</b>		<b>1170</b>	<b>2340</b>	<b>1872</b>	<b>468</b>	<b>70.2</b>			<b>42.12</b>	<b>18.72</b>	<b>702</b>	<b>1872</b>	<b>88.9</b>	<b>0.0</b>	<b>88.9</b>	<b>18720</b>	<b>124020</b>	<b>51480</b>	<b>100000</b>	<b>0.75</b>	<b>220665</b>	
<b>Building C</b>																						
Unit 1	2	380	760	608	152	22.8			13.7	6.08	228	36.48	22.6	0.0	22.6	6080	40280	16720	25000			
Unit 2	2	380	760	608	152	22.8			13.7	6.08	228	36.48	22.6	0.0	22.6	6080	40280	16720	25000			
Unit 3	2	755	1510	1208	302	45.3			27.2	12.08	453	72.48	30.9	0.0	30.9	12080	80930	33220	25000			
Unit 4	2	755	1510	1208	302	45.3			27.2	12.08	453	72.48	30.9	0.0	30.9	12080	80930	33220	25000			
<b>Total</b>		<b>2270</b>	<b>4540</b>	<b>3632</b>	<b>908</b>	<b>136.2</b>			<b>81.72</b>	<b>36.32</b>	<b>1362</b>	<b>3632</b>	<b>107.0</b>	<b>0.0</b>	<b>107.0</b>	<b>36320</b>	<b>240620</b>	<b>99880</b>	<b>100000</b>	<b>0.75</b>	<b>357615</b>	
<b>Building D</b>																						
Unit 1	2	420	840	672	168	25.2			15.12	6.72	252	40.32	23.1	0.0	23.1	6720	44520	18480	25000			
Unit 2	2	420	840	672	168	25.2			15.12	6.72	252	40.32	23.1	0.0	23.1	6720	44520	18480	25000			
Unit 3	2	850	1700	1360	340	51			30.6	13.6	510	81.6	30.9	0.0	30.9	13600	90100	37400	25000			
Unit 4	2	850	1700	1360	340	51			30.6	13.6	510	81.6	30.9	0.0	30.9	13600	90100	37400	25000			
<b>Total</b>		<b>2540</b>	<b>5080</b>	<b>4064</b>	<b>1016</b>	<b>152.4</b>			<b>91.44</b>	<b>40.64</b>	<b>1524</b>	<b>4064</b>	<b>108.0</b>	<b>0.0</b>	<b>108.0</b>	<b>40640</b>	<b>269240</b>	<b>111760</b>	<b>100000</b>	<b>0.75</b>	<b>391230</b>	
<b>Building E</b>																						
Unit 1	2	850	1700	1360	340	40.8			24.48	10.88	408	81.6	26.0	0.00	26.0	13600	88400	35360	25000			
Unit 2	2	850	1700	1360	340	40.8			24.48	10.88	408	81.6	26.0	0.00	26.0	13600	88400	35360	25000			
<b>Total</b>		<b>1700</b>	<b>3400</b>	<b>2720</b>	<b>680</b>	<b>81.6</b>			<b>48.96</b>	<b>21.76</b>	<b>816</b>	<b>163.2</b>	<b>52.0</b>	<b>0.0</b>	<b>52.0</b>	<b>27200</b>	<b>176800</b>	<b>70720</b>	<b>50000</b>	<b>0.75</b>	<b>243540</b>	
																					<b>0.85</b>	<b>1174148</b>

## **Appendix B – Upgrade works Scottish and Southern**



Dependencies: Dependencies: a) 132/33kV circuit and 132/33 kV transformer reinforcement works are required, but these have already been 'triggered' by EQX681 and ERJ351 respectively and the connection must not be made until the 132/33kV reinforcement works have been completed with anticipated completion dates of Q2 2026 and June 2025. b) 2 x 132kV circuit reinforcement works are required between Cowley and Headington, but this has already been 'triggered' by EVY422 with anticipated completion date of Q2 2026. c) 132/33 kV transformer reinforcement works at YARN are required, but this has already been 'triggered' by EWK559 with anticipated completion date of Q2 2026. d) 132kV circuit breaker reinforcement works are required at COLO, but this has already been 'triggered' by ETL522 with anticipated completion date of Q4 2026. e) a third 33/11 kV transformer is required at YARN, with a likely anticipated completion date of Q3 2026. f) Connection must not be made until the hv reinforcement works under EFR072 / CARS 117002 + ESN906 / CARS 121008 + ESX612 / CARS 121001 have all been completed / energised. We reserve the right to amend the charges at any time after the date of this offer as a result of variations to material or labour costs which will impact upon the costs incurred by us in providing the Connection. This Offer is made on the basis of a desktop study of the Site, subsequent Site investigations may require design changes which result in additional charges."

Job Ref: EWX773  
Design Review & Verification Completed

Name: David Jenkins  
Drawing No: 1

Date: 06/01/2023  
Version: 2

Quotation subject to Wayleaves and Third Party Consents

Customer to carry out all onsite excavation / reinstatement from A to B  
SSEPD to carry out all off site excavation / reinstatement and traffic management

**WARNING**

There may have been subsequent alterations to the surface levels. Trial holes must be taken to determine positions and depths of cables. HS (G) 47 Booklet from the Health and Safety Executive - Avoiding Danger from Buried Cables - should be consulted before commencing excavation work. WHEN WORKING IN THE VICINITY OF OVERHEAD LINES THE HEALTH AND SAFETY GUIDANCE NOTE GS6 SHOULD BE CONSULTED (AVAILABLE FROM THE HSE WEBSITE)

Map Centre: 447597, 214973		Grid Ref: SP47591497			
Scale: 1:1500		Page Size: A3			
Designer Name: Jenkins, David		Plot Date:			
		Job Number:			
UNCONTROLLED COPY Subject to revision Master held by SSEN Asset Data Team - Asset.Data@sse.com					
If you are unsure & need to seek advice before commencing excavations please contact;	NORMAL DEPTH TO THE TOP OF THE CABLE WHEN LAID				
		Services	LV	HV	EHV
	FOOTPATH/UNMADE	0.45m	0.45m	0.6m	0.8m
	ROAD CROSSING	0.6m	0.6m	0.75m	0.9m
General Enquiries	0800 048 3516	AGRICULTURAL	1m	1m	1.1m

**Legend**

Segments [Electrical]  
 Cable Segment HV Route - 110kV Existing  
 Cable Segment LV Route - 230 V Existing  
 Cable Segment LV Route - 400 V Existing  
 Cable Segment Sub Route

Annotations [Electrical]  
 Asset Activity - Green Label Annotation  
 Asset Activity - Green Label Annotation  
 Building Plans Geometry Within Out 500  
 Schematic Connector MV Part - Change Circle  
 Schematic Connector MV Part - Blue Triangle  
 Schematic Connector MV Part - Blue Square  
 Schematic Connector MV Part - Green Triangle  
 Schematic Connector MV Part - Green Square  
 Schematic Connector LV Part - Orange Circle  
 Schematic Connector LV Part - Orange Square  
 Schematic Connector LV Part - Blue Triangle  
 Schematic Connector LV Part - Blue Square  
 Schematic Connector LV Part - Green Triangle  
 Schematic Connector LV Part - Green Square

Annotations [Civil]  
 Duct Area Existing Annotation 1:500 - Medium  
 OS MasterMap Area AR10021-Building  
 OS MasterMap Area AR10054-General surf ace - Step - Normal  
 OS MasterMap Area AR10055-General surf ace - Normal  
 OS MasterMap Area AR10059-Heard water  
 OS MasterMap Area AR10111-Natural environment - Normal  
 OS MasterMap Area AR10123-Path  
 OS MasterMap Area AR10172-Road or track  
 OS MasterMap Area AR10183-Roadside - Normal  
 OS MasterMap Area AR10217-Building - Diversion  
 OS MasterMap Area LN10048-Building - Diversion  
 OS MasterMap Area LN10049-General Feature  
 OS MasterMap Area LN10050-General Feature  
 OS MasterMap Area LN10058-General surf ace - Step  
 OS MasterMap Area LN10113-Crossing generally  
 OS MasterMap Area LN10168-Road or track - Public  
 OS MasterMap Point PT10066-Height control - Benchmark - Sym  
 OS MasterMap Point PT10168-Structure  
 OS MasterMap Point PT10187-Terms and height - Spot height  
 OS MasterMap Text T003026-Building or structure  
 OS MasterMap Text T003059-General surf ace  
 OS MasterMap Text T003169-Road or track - Road nameless  
 OS MasterMap Text T003164-Structure  
 OS MasterMap Text T003168-Terms and height

Annotations [Civil]  
 Project Region Area  
 Cable Route Quaternary Location  
 Street Street End  
 Street Street Start

**Our reference: EWX773/2**  
**Your reference:**

Mr David Bacmeister  
Civils Contracting Ltd  
Science Park Langford Lane  
Oxford Airport  
Kidlington  
Oxfordshire  
OX5 1RA

David Jenkins  
**Southern Electric Power  
Distribution plc**  
Connections And Engineering  
Walton Park  
Walton Road  
Cosham  
PO6 1UJ



07918301657



david.jenkins@sse.com



[www.ssen.co.uk](http://www.ssen.co.uk)

9 January 2023

Dear Mr David Bacmeister

## **Loa Science Park, The Boulevard, Off Langford Lane, Kidlington, Oxford, OX5 1RA**

Thank you for your recent enquiry. We are pleased to provide you with an Offer on behalf of Southern Electric Power Distribution plc (SEPD), for the new electricity connections at the above development. This letter (including the pages attached to it which contain the Breakdown of Charges and Additional charges and assumptions, the Acceptance, and the Information Pack), together with the enclosed Standard Terms and Conditions constitutes our Offer.

**Please note that your Offer is Interactive and has a reduced period of acceptance, please refer below for further details.**

Our Offer is subject to our obtaining all necessary legal consents to carry out the work as planned, including any consent required from third parties. Please refer to our website for more detailed information at [www.ssen.co.uk/LandRights](http://www.ssen.co.uk/LandRights).



**2,486.40**

This is your Connection Offer Expenses amount. Connection Offer Expenses need to be paid whether you wish to accept this offer or not. For more information on Connection Offer Expenses please visit

<https://www.ssen.co.uk/connections/ConnectionOfferExpenses/>



**136,472.20**

This Offer for All Works has been quoted including VAT (as applicable). Our Offer remains open for acceptance for the period stated in the enclosed Standard Terms and Conditions.





**138,958.60**


Total cost if you wish to accept.



You can see a **Breakdown of Charges** included in our Offer on the next page. Please note that we will not be able to schedule works until you have accepted this Offer and we have received all sums due and payable on acceptance for the works detailed in this Offer. Where your Offer includes transmission system reinforcement work or you are a Second Comer and the initial connector has not yet been energised, then your connection cannot be energised until these works are complete. Upon completion of the electrical works you are also required to pay any applicable 'Second Comer' charge as set out in this Offer, in accordance with the Electricity (Connection Charges) Regulations (ECCR).

 The quotation has been calculated based on the information provided to date but please be aware that we will charge for any additional work required that has not been included in this Offer. It is important that you check the Offer thoroughly to avoid incurring any further charges.

 We reserve the right to terminate our contract with you in certain circumstances where the works have not commenced or did commence but were then delayed. Our right to terminate is set out in the Standard Terms and Conditions enclosed with this Offer Letter. For the purposes of termination of contract, the period specified is 12 months from the date of your acceptance of this Offer.

 We have calculated this quotation on the assumption that **you** will carry out all of the excavation and backfilling of the cable trenches required, on the land within the site boundary provided with your application. For the avoidance of doubt, if your site boundary crosses a public highway you will carry out all of the excavation and backfilling of the highway. Please note you must comply with the requirements for any works in the public highway as detailed in the enclosed Information Pack.

 **Dependencies:**

- a) 132/33kV circuit and 132/33 kV transformer reinforcement works are required, but these have already been 'triggered' by EQX681 and ERJ351.
- b) 2 x 132kV circuit reinforcement works are required between Cowley and Headington, but this has already been 'triggered' by EVY422 with anticipated completion date of Q2 2026.
- c) 132/33 kV transformer reinforcement works at YARN are required, but this has already been 'triggered' by EWK559 with anticipated completion date of Q2 2026.
- d) 132kV circuit breaker reinforcement works are required at COLO, but this has already been 'triggered' by ETL522 with anticipated completion date of Q4 2026.
- e) a third 33/11 kV transformer is required at YARN, with a likely anticipated completion date of Q3 2026.
- f) Connection must not be made until the hv reinforcement works under EFR072 / CARS 117002 + ESN906 / CARS 121008 + ESX612 / CARS 121001 have all been completed / energised.

We need to identify three key roles on every project to ensure that the right matters are handled by the right people. This includes the **Connecting Customer** (the person or company who will ultimately use the connection), **Commercial Contact** (the person or company appointed by the Connecting Customer to manage the job on their behalf) and **Payer** (the person or company appointed by the Connecting Customer to manage the finances on the job).

From the information you've provided to date, we've assumed the following:

Connecting Customer: Oxford Aviation Services  
Commercial Contact: Civils Contracting Ltd  
Payer: Civils Contracting Ltd

If the above isn't correct, or if you would like to change any of the above named parties, please let us know. Further information about these roles can be found at the following address: [ssen.co.uk/our-services/new-supplies/contracted-parties](https://www.ssen.co.uk/our-services/new-supplies/contracted-parties)

### How long will it take?

It typically takes us to complete a connection offer of this type, from the date acceptance is received. This date relates only to the Distribution Works required to provide the Connection, where applicable, and does not account for any Transmission Works that may be required.

This timescale may be subject to variation and is dependent on:

1. any further discussions we may have with you regarding the programming of the works;
2. all necessary land rights, planning and other consents being obtained in sufficient time;
3. the completion of any works by other people or companies (which may include you) that must be done before we can complete our works;
4. any access arrangements as may be specified in this connection offer;
5. any delays to the works due to unplanned outages on the Distribution network.

The above timescale is indicative and should be used for general planning purposes only as the completion date for the work has not yet been formally agreed.

We have received other applications for connection which require to make use of the same part of our network and there is insufficient capacity or other constraints upon us that prevent all the connections from being made.

Therefore, we are applying our interactive connection application process. We prioritise applications for connections according to their Application Date. Your application was the 7 application received and as such is considered as conditional. In accordance with our interactive connections process, **the period within which you have to accept this Connection Offer is 30 days. This Connection Offer must be accepted no later than 5pm, 30 days from the date of this Offer.**

Irrespective of whether or not you accept this Connection Offer, if:

- One or more of the Connection Offer(s) ahead of your Offer in the interactive queue accepts in accordance with the terms of their Connection Offer (s); and
- Due to insufficient capacity upon our Distribution network or other constraints, it is not possible for us to provide all the connections for which valid acceptances have been received,

such valid acceptance(s) received in connection with the earlier applications will take priority over your acceptance and your acceptance will be deemed to be invalid. If this happens we will contact you to discuss alternative connection solutions. **Please do not make payment until you have received confirmation as to the outcome of the interactivity.**

Further information on the process that we follow to manage Interactive Connection Offers can be found in the interactivity section of our website <https://www.ssen.co.uk/Connections/InteractivityProcess>

We have enclosed with this Offer an Information Pack, which contains information relevant to the work for which you have been quoted. Our **Statement of Methodology and Charges for Connection** provides detailed information regarding our charges. You can download our **Statement of Methodology and Charges for Connection** from our website at [www.ssen.co.uk/Library/ChargingStatements](http://www.ssen.co.uk/Library/ChargingStatements). We trust the information we have provided is of assistance and if we can help further please do not hesitate to contact us. Alternatively, you may wish to visit our website at [www.ssen.co.uk](http://www.ssen.co.uk) for further information.

Please be aware your Connection Offer Expense amount is payable whether or not you wish to accept this offer. Your Connection Offer Expense is split into a contestable and a non-contestable element. Payment of the Connection Offer Expense amount does not mean you have accepted your offer. If you wish to accept your offer at a later date after paying for your Connection Offer Expense, please pay the remaining balance of your Offer before the end of your validity period.

Yours sincerely,  
David Jenkins  
Connections Designer





## Glossary of Defined Terms Applicable to this Offer

<b>“Adoption Agreement”</b>	An agreement for us to adopt the Contestable Work, subject to the satisfaction of certain conditions.
<b>“All Works”</b>	Where both the Contestable and Non-Contestable Works are carried out by Scottish Hydro Electric Power Distribution plc or Southern Electric Power Distribution plc.
<b>“Bilateral Connection Agreement”</b>	Means an agreement between SEPD and National Grid enabling connection to the electricity transmission system.
<b>“Cancellation Charge”</b>	The charge notified to SEPD by National Grid and payable by SEPD to National Grid in respect of the Transmission Works: (a) in the event of termination of this Offer; and/or (b) in the event of a reduction in the Customer’s maximum export capacity
<b>“Connections Regulations”</b>	Means regulations made in relation to connections standards of performance under section 29A of the Electricity Act 1989.
<b>“Contestable Works”</b>	Also known as Contestable Connection Activities, are works necessary for the provision of the Connection which can also be undertaken by an ICP or an IDNO.
<b>“Connection Offer Expenses”</b>	Means charges pursuant to The Electricity (Connection Offer Expenses) Regulations 2018. These regulations permit SSEN to charge the Customer for work undertaken in the preparation of the Connection Offer.
<b>“Distribution Code”</b>	Means the Distribution Code that Scottish Hydro Electric Power Distribution plc and Southern Electric Power Distribution plc is required to maintain in force.
<b>“Distribution System”</b>	Means the distribution network for electricity operated by SEPD.
<b>“DNO”</b>	Means Distribution Network Operator. Electricity distribution networks carry electricity from the high voltage transmission grid to industrial, commercial and domestic users. Scottish Hydro Electric Power Distribution plc and Southern Electric Power Distribution plc are licensed distribution network operators (DNOs).
<b>“ICP”</b>	Means an accredited Independent Connections Provider registered with the Lloyd’s Register, including its agents.
<b>“IDNO”</b>	Means Independent Distribution Network Operator. These are smaller networks owned and operated by Independent Network Operators (IDNOs) located within the areas covered by the DNOs.
<b>“Letter of Credit”</b>	Means an unconditional irrevocable standby letter of credit, in such form as SEPD may approve at its absolute discretion, issued in favour of SEPD by a Qualified Bank allowing for partial drawings and providing for the payment to SEPD forthwith on demand;
<b>“Licence”</b>	Also known as Electricity Distribution Licence means an electricity distribution licence granted or treated as granted under section 6 (1) (c) of the Electricity Act 1989 that authorises a electricity distributor to distribute electricity.
<b>“Modification Application”</b>	Means an application to modify the relevant Bilateral Connection Agreement technical conditions in accordance with the Connection and Use of System Code requirements.
<b>“National Grid”</b>	Means National Grid Electricity System Operator (NGESO), the company which owns and maintains the electricity transmission system in England and Wales and operates the system across Great Britain as the National Electricity





	Transmission System Operator (NETSO).
<b>“Non-Contestable Works”</b>	Also known as Non-Contestable Connections Services, are those services which are necessary for the provision of a connection and in accordance with our Connection Charging Statement, cannot be provided by a person other than Scottish Hydro Electric Power Distribution plc or Southern Electric Power Distribution plc.
<b>“Performance Bond”</b>	Means an unconditional irrevocable performance bond or performance guarantee executed as a deed in such form as SEPD may approve at its absolute discretion, issued in favour of SEPD allowing for partial drawings and providing for the payment to SEPD forthwith on demand;
<b>“Qualified Bank”</b>	Means any United Kingdom clearing bank or any other bank which in each case has a long-term debt rating of not less than single "A" by Standard and Poor's or by Moody's, or such other bank as SEPD may approve at its absolute discretion and which shall be available for payment at a branch of the issuing bank;
<b>“Point of Connection”</b>	Means the point (or points) of physical connection to our existing Distribution System.
<b>“Point of Supply”</b>	Means the point (or points) of physical connection of the electricity supply into the property.
<b>“Second Comer”</b>	Means any connectee who subsequently connects to and benefits from infrastructure paid for by an earlier connectee and is therefore liable to pay for their share of incurred costs under the Electricity (Connection Charges) Regulations.
<b>“Statement of Methodology and Charges for Connection”</b>	The Connection Charging Methodology is a complete and documented explanation of the methods, principles and assumptions for our connection charges. The Connection Charging Statement sets out the basis of charges for the provision of a connection.
<b>“The Electricity (Connection Charges) Regulations or (ECCR)”</b>	Means The Electricity (Connection Charges) Regulations 2002 or The Electricity (Connection Charges) Regulations 2017 as applicable. These regulations provide that where a person connects to and benefits from electricity infrastructure that was paid for by an initial connectee, the earlier connectee can be reimbursed for a share of the costs by subsequent connecting customers.
<b>“Transmission Works”</b>	Means any works necessary in relation to the National Electricity Transmission System (NETS), which require to be completed to permit the energisation of the Connection and export of electricity from the generation facility;



### What you need to do

-  You are required to ensure that all works on your own electrical installations are carried out by a qualified electrical contractor. Statutory qualification schemes, for Building Regulation purposes, are currently run by NICEIC, SELECT, ECA, NAPIT, ELECSA, British Standards Institution and BRE Certification.
-  Please enclose either a cheque or, if paying by Bank Transfer, make payment before acceptance. Alternatively, you may call to pay by credit/debit card or use our online services.

### Please note

-  Southern Electric Power Distribution plc is the Distribution Network Operator (DNO) for the area in which your project is located. There are Independent Connection Providers (ICPs) and Independent Distribution Network Operators (IDNOs) who may be able to provide you with an alternative Offer to carry out some of this work. Please refer to <https://www.lr.org/en/utilities/national-electricity-registration-schemes/search/> for further details.
-  This Offer serves as a notice under Section 16A (5) of the Electricity Act 1989. Should you have any concerns relating to this Offer please contact us using the details on the first page of this letter and we will try to resolve any issues directly with you. If you still then have concerns, Section 23 of the Act allows for any unresolved disputes relating to the provision of this Offer to be determined by the Gas and Electricity Markets Authority (the "Authority"). The dispute must be referred to the Authority within 12 months following the date of connection. The dispute may be determined either by an Order of the Authority, or referred by the Authority for arbitration. An order made in relation to the dispute shall be final and binding on the parties and may include a direction to pay costs and expenses.
-  We can often offer a payment schedule depending on the timescale and costs of your project.
-  Please contact your designer if you wish to discuss the above.

## Your All Works Offer explained

### Breakdown of Charges

#### Description of connection charges

Install 1 substation	£57,255.67
Lay approximately 413m of HV cable.	
2x Joint holes(unmade-HV)	
x19m Unmade(HV)	
4 way traffic management allowed	
2x HV Straight Joints	
x413m 150XLPE HV Mains	
x360 Lay And Blind(HV)	
3x HV Switch Terms	
Install RMU with HV metering up to 1.5MVA and all associated equipment	
SSEN to excavate and reinstate offsite	
The customer to excavate and reinstate onsite from A to B and provide and install foundations for new substation.	
<b>Total connection charges</b>	<b>£57,255.67</b>

#### Description of reinforcement charges

Install 1 substation	£792,653.58
Lay approximately 150m of HV cable.	
A third 33/11 kV transformer is required at YARN, with a cost apportionment ratio = 927 / 60,000 being applicable, with a likely anticipated completion date of Q3 2026 (twenty twenty six).	
Reinforcement contribution	-£779,442.68
(Our Cost Apportionment Contribution, as set out in our Terms and Conditions)	
<b>Total reinforcement charges</b>	<b>£13,210.90</b>

#### Description of non-contestable charges

HV POC 1- HV Straight Joint Off HV Mains South East Of Site, HV POC 2- HV Straight Joint Off HV Mains South East Of Site	
POC and Network Assessment, Design Approval (where relevant)	£1,575.00
Wayleaves / legals	£450.00
Final connection	£11,440.26
2nd comer contribution to prior work	£29,480.00
Inspection & Monitoring	£315.00
Connection Offer Expenses	£2,072.00
<b>Total non-contestable charges</b>	<b>£45,332.26</b>

### All works totals

Net total at standard rate VAT	£115,798.83
Net total at low rate VAT	£0.00

Net total at zero rate VAT	£0.00
VAT at standard rate (20%)	£23,159.77
VAT at low rate (5%)	£0.00
<b>Total charge to applicant</b>	<b>£138,958.60</b>

Please refer to our enclosed Detailed Cost Breakdown for further information.



## Alternative Offer to provide Non-Contestable Works only

Some of the works included in the above Offer are Contestable Works and may be delivered by an Independent Connections Provider (ICP) or Independent Distribution Network Operator (IDNO) known as an Alternative Provider. Such providers are listed at <https://www.lr.org/en/utilities/national-electricity-registration-scheme-ners/search/>, and may be able to provide you with alternative offers for the work.

We must provide the Non-Contestable Works if you choose to progress with this connection. Our Offer for the Non-Contestable Works is detailed below:

### Description of reinforcement charges

Install 1 substation	£792,653.58
Lay approximately 150m of HV cable. A third 33/11 kV transformer is required at YARN, with a cost apportionment ratio = 927 / 60,000 being applicable, with a likely anticipated completion date of Q3 2026 (twenty twenty six).	
Reinforcement contribution (Our Cost Apportionment Contribution, as set out in our Terms and Conditions)	-£779,442.68
<b>Total reinforcement charges</b>	<b>£13,210.90</b>

### Description of non-contestable charges

HV POC 1- HV Straight Joint Off HV Mains South East Of Site, HV POC 2- HV Straight Joint Off HV Mains South East Of Site	
POC and Network Assessment, Design Approval (where relevant)	£1,575.00
Wayleaves / legals	£450.00
Final connection	£11,440.26
2nd comer contribution to prior work	£29,480.00
Inspection & Monitoring	£315.00
Connection Offer Expenses	£2,072.00
<b>Total non-contestable charges</b>	<b>£45,332.26</b>

### Non-contestable works totals

Net total at standard rate VAT	£58,543.16
Net total at low rate VAT	£0.00
Net total at zero rate VAT	£0.00
VAT at standard rate (20%)	£11,708.63
VAT at low rate (5%)	£0.00
<b>Total charge to applicant</b>	<b>£70,251.79</b>

If you accept the Non-Contestable Works Offer only you must appoint an Independent Connection Provider (ICP) or Independent Distribution Network Operator (IDNO) to deliver the Contestable Works and ensure your full connection is completed. The appointed ICP/IDNO is required to submit a design to us (for our approval or for our review if self-design approval) and to enter into an Adoption Agreement with us, for the Contestable Works to be adopted by us, prior to final connection. Where we are asked to approve the

design, an additional charge is required to be paid. You can find information on our charges on our website in our Statement of Methodology and Charges for Connection.

More details on what is required for design approval can be found on our website at [www.ssen.co.uk/CompetitionInConnections/](http://www.ssen.co.uk/CompetitionInConnections/).

The ICP is required to send their design for review or approval to [nc.connections@sse.com](mailto:nc.connections@sse.com).



### **Additional Charges and Assumptions Applicable to this Offer**

We reserve the right to amend the charges at any time after the date of this Offer as a result of variations to material or labour costs which will impact upon the costs incurred by us in providing the Connection. This Offer is made on the basis of a desktop study of the Site, subsequent Site investigations may require design changes which result in additional charges. Please note that whilst such changes in costs may occur at any time due to contractual variations and/or our rights and/or obligations to recover costs incurred pursuant to legislation or our licence, such a change is very likely to be relevant where the estimated date of completion of the Distribution Works is in excess of 12 months from the date of this Offer.

In the event that, following your acceptance of this Offer, SEPD issues any variation or amendment of the Offer, including a re-issued Offer, and you have (i) advised SEPD that you do not accept such variation or amendment; or (ii) you have failed to accept or sign the variation or amendment within the timescales required by SEPD, SEPD shall be entitled to terminate this Offer upon written notice to you and on termination of this Offer pursuant to this paragraph any variation or amendment, or re-issued Offer, shall lapse (to the extent not already lapsed) and shall not be capable of acceptance by you. In the event of termination of this Offer pursuant to this paragraph the provisions of this Offer relating to termination shall apply.

Where you are undertaking any cable trenching, you must also excavate and reinstate any joint holes along these cable routes as required, during the works. Our Team Manager will discuss the requirements with you should you wish to proceed.

### **Important notice: Traffic Management Act – Street Works Permit schemes**

A permit scheme is in place for Local Authorities in England and Wales. This scheme includes charges for providing the permits for street works. This Offer excludes any charges that may be levied by the Local Authority in respect of these costs. It is important to note that any such charges which are relevant to this project will be subsequently passed on to you through a separate invoice. In addition to the actual charges from the Local Authority, we will charge £25.00 + VAT to cover our administrative charges. Acceptance of this Offer means that you also accept these additional charges.

You may wish to seek clarification on how these charges may affect you from the relevant Local Authority.

### **Connections**

All on site excavation and reinstatement is to be carried out by you.

### **Land Rights (including wayleaves), Planning and Other Consents**

Ducting, support and containment for cables within the customer's land and premises are to be provided by you.

All on site excavation and reinstatement is to be carried out by you.

We have identified that third party consents are likely to be required for the works and have assumed that they will be granted without dispute and in accordance with SEPD's standard land rights' style agreements.



Where we are unable to obtain third party consents, the design and terms of our contract with you may need to be revised and you will need to meet any associated additional costs that may be incurred by us or such third party, arising from but not limited to:

#### Land rights

- Legal and other professional fees and expenses incurred by us and any third party in connection with securing the required land rights;
- Wayleave fees levied by third parties to process wayleave agreements; and
- Costs associated with any compulsory purchase or necessary wayleave applications, which may have to be submitted under the Electricity Act 1989. Timescales and costs for determination of a compulsory purchase or wayleave consent will depend on the specific circumstances of the application. An application for a compulsory purchase or necessary wayleave does not guarantee a positive determination. The decision to pursue a compulsory purchase or necessary wayleave remains at the sole discretion of SEPD.

#### Other consents

- Specialist ecology surveys;
- Tree cutting compensation and sterilisation;
- Archaeology investigations including watching briefs; and
- Damage claims and any associated surveyor's fees where the damage is over and above what is reasonably necessary to undertake the works.

#### **Reinforcement (associated with your connection) Explained**

Following your application for Connection our network assessment and design has shown your proposed Connection requires reinforcement of the wider electricity network. We are obliged to, and have, included in your quotation an element of charges associated with this reinforcement.

These charges are calculated and shared in some cases between you and us. This is based on the capacity of the electricity connection you applied for and the new network capacity after the reinforcement has taken place. This may be because your Connection's effect on the thermal capacity, volts or fault level or a combination of these.

Some worked examples of different reinforcement and this sharing of costs are provided in our Connections Charging Methodology Statement (CCMS) which may be found [here](#).

The following paragraph(s) describe the specific reinforcement that your proposed connection has triggered:

#### **Thermal driven reinforcement**

Reinforcement due to thermal capacity (potential overload) is required when the requested demand and/or generation exceeds the current rating of the existing equipment on the distribution system. Reinforcement to resolve this may be required on Transformers, underground cables, overhead lines or a combination of these.

We modelled the network and found that your requested demand of 1000kVA exceeds the available thermal rating of the network equipment which will be used to provide your connection. It is therefore proposed to complete the following thermal reinforcement. A third 33/11 kV transformer is required at YARN, with a cost apportionment ratio = 927 / 60,000 being applicable, with a likely anticipated completion date of Q3 2026 (twenty twenty six).



**Job reference: EWX773/2**

**Offer for new supply at Loa Science Park, The Boulevard, Off Langford Lane, Kidlington, Oxford, OX5 1RA**

Please pay your Connection Offer Expenses within 30 days of receiving an invoice from us for this amount. Please follow the advice below on how to pay when paying for your Connection Offer Expense.

Please indicate your acceptance of this Offer:

All Works  Non-Contestable Works only

You can pay the charges set out in this Offer by credit or debit card, cheque or bank transfer, either by post, by phone or via our website (if you are registered). Please note that we only accept card payments for charges up to £10,000 in value (including VAT).

If you wish to pay by credit or debit card, please call our payment line on 0800 197 5527 and complete this form and return it to us by post or email:

Attn. Quote Acceptance, Connections and Engineering  
Scottish and Southern Electricity Networks  
Walton Road  
Cosham  
PO6 1UJ

E-mail: [quote.acceptance@sse.com](mailto:quote.acceptance@sse.com)

If paying by cheque, please make it payable to Southern Electric Power Distribution plc. Please complete this form and return it with your cheque to the address above.

If paying by bank transfer, you must instruct your bank to transfer funds **before** returning this form to the above address. Please ask your bank to label your payment with the job reference as given above. Our bank account details are:

	<b>All Works</b>	<b>Non-Contestable Works only</b>
Amount due on acceptance (in VAT) – excluding Second Comer charges	£103,582.60	£34,875.79
Amount due on completion of electrical works (in VAT) – Second Comer charges	£35,376.00	£35,376.00
<b>Total amount (in VAT) – including Second Comer charges</b>	<b>£138,958.60</b>	<b>£70,251.79</b>

By accepting this offer you are also acknowledging and accepting that you will become liable to pay the 'Second Comer' charge set out in the box above, in accordance with the Electricity (Connection Charges)

Regulations (ECCR), which you are liable to pay upon completion of the electrical works. You will be invoiced separately for this.

<b>Account name:</b>	Southern Electric Power Distribution plc
<b>Bank:</b>	NatWest
<b>Sort code:</b>	60-17-21
<b>Account number:</b>	89542592
<b>IBAN code:</b>	GB17 NWBK 601721 89542592
<b>Swift No (BIC):</b>	NWBK GB 2L
<b>UTR:</b>	64581 10616
<b>VAT registration number:</b>	553 7696 03

**Amount Paid:**








Choose your method of payment:

Cheque       Bank Transfer       Credit/Debit Card

If you wish to accept this Offer please provide the payer's name and address.

**PRINT**  
payer's  
name and  
address:

If you wish to accept this Offer please date and sign the acceptance at the end of this acceptance form. To validly accept this Offer the signed acceptance form should be submitted along with all payments due, including the Connection Offer Expenses, as well as any other items required by this Offer. Failure to comply with these requirements could invalidate any acceptance.

-  Once we have received your payment in cleared funds we will issue a receipt to you at the address you have notified to us or to such alternative address as you advise us prior to issue of the receipt.
-  If we receive your payment without this completed acceptance form, we shall be entitled but not obliged to treat your payment as acceptance of our Offer.
-  If you cancel the works referred to in this Offer before commitment or commencement of any associated tasks, we will return any sums paid to us minus administration costs. If you entered into a contract with us as a consumer the terms of our Supplementary Consumer Terms and Conditions will apply in respect of your cancellation and refund rights.
-  If you cancel the works before completion, we will deduct any costs incurred which will include the costs of any site visits conducted, drawings and plans produced for your works and administration costs incurred prior to receipt of your cancellation notice. If you entered into a contract with us as a consumer the terms of our Supplementary Consumer Terms and Conditions will apply in respect of your cancellation and refund rights.
-  If you accept our Non-Contestable Works Offer only, you understand that we will not complete the contestable element of the All Works Offer. You then must appoint an Independent Connection Provider (ICP) or Independent Distribution Network Operator (IDNO) to deliver this for you.

If you are accepting this Offer as a consumer our Standard Terms and Conditions are varied by the enclosed Supplementary Consumer Terms and Conditions. Please note that your rights as a consumer mean that you are entitled to cancel the contract within 14 days following your acceptance of our Offer and we must refund any payment you have made to us in respect of the works. We are not allowed to commence the works during this 14 day period, unless you consent to this. If you want us to undertake the works at the earliest possible date and where possible to start during the 14 day cancellation period please confirm by marking an "X" in the box below.

..... I confirm that I consent to the provision of the works during the 14 day cancellation period and that I have read the enclosed Supplementary Consumer Terms and Conditions.

Please note that it may not be possible for us to commence the works during the 14 day cancellation period and your consent does not mean that we are under any obligation to do so.

This Offer must be signed and accepted by the Customer, not by a third party or agent on behalf of the Customer, unless SEPD has been provided in advance with a satisfactory letter of authority signed by the Customer, permitting signature and acceptance by that third party or agent on the Customer's behalf.

I confirm that I have read, understood and accept the terms and conditions set out in and accompanying this Offer.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name  
(PRINT)** \_\_\_\_\_

**Position  
(PRINT)** \_\_\_\_\_



Please use this sheet as a return address.

Quote Acceptance Team  
Connections and Engineering  
Scottish and Southern Electricity Networks  
Walton Road  
Cosham  
PO6 1UJ



## Information pack

We have enclosed this Information Pack which we trust you will find useful. This pack contains information relevant to the Offer made. However, if you have any further questions, please don't hesitate to contact us.

### Contents

#### Safety

When we carry out any job, Safety is our first priority. Your safety is important to us. Our motto is, "We do it safely, or not at all". Please read the enclosed information carefully and if in any doubt, please ask us to explain.

#### Connections Guaranteed Standards of Performance

The Connections Guaranteed Standards of Performance are guaranteed standards of service levels set out under the Connections Regulations and must be met by each distribution company. These standards have been set to guarantee a level of service that is reasonable to expect companies to deliver.

If the distribution company fails to meet the level of service required, it may be obliged to make a payment to the customer. To find out what these guaranteed standards of performance cover please visit our website at [www.ssen.co.uk/CustomerService/PerformanceStandards](http://www.ssen.co.uk/CustomerService/PerformanceStandards).

Please visit the Gov.uk website at <http://www.legislation.gov.uk/ukxi/2015/698/made> if you require more information in relation to guaranteed standards in respect of demand connections. For generation connections Ofgem's Distributed Generation Standards Direction Guidance Document can be located at <http://www.ofgem.gov.uk/publications-and-updates/distributed-generation-standards-direction-guidance-document>

#### Your connection details

This details what size (capacity) and voltage your connection(s) will be. It includes information about your Connection Agreement (if required), and advice on appointing a supplier, what you need to do to get a meter installed, positioning of your supply point and Earthing of your connection.

#### Your site requirements schedule

This gives details of any site works you will need to complete for us to meet your requirements. It includes what you need to know about cable routes and trenching. It also includes any special or unusual load you have requested to be included in your connection such as motors and welders.

## Safety

We ask you to take note of the following:

In accordance with the Health and Safety Executive Guidance Note GS6, you are required to take every precaution to ensure that cranes, tipper lorries, scaffolding, ladders and other plant employed on your works are kept at a safe distance from overhead electric lines and their supports and that such supports are not disturbed by excavations. Goal posts with height restriction will need to be placed at appropriate locations for vehicles passing underneath SEPD's overhead lines.

In accordance with Health and Safety Executive Guidance Note HSG47 care will also be necessary when digging in proximity to underground cables, particularly if mechanical excavators are used.

Overhead lines, underground cables and other electrical plant must be regarded as being "live". Before commencing work in proximity to such plant, written notification must be given to SEPD.

If during the course of your works, any cable should be damaged by you/or your contractors, then this fact must be reported to our Emergency Service Centre on 08000 72 72 82 immediately. You will be liable to us for the full cost of any repairs.

## Locating cables on site

Any drawings that we have enclosed with this Offer may not be suitable for locating cables on site due to scaling issues. If you wish to obtain the latest copies of our cable records please refer to <https://www.linesearchbeforeudig.co.uk/>

You must excavate hand-dug trial holes to establish the actual positions of all cables before any mechanical excavation works commence.

## Your Point of Connection details

### HV Point(s) of Connection

The connection will be 11,000 Volts at 50 Hz, with a maximum capacity of 1,000kVA.

### A Network to be adopted by SEPD

For any network subsequently to be adopted by SEPD, your design of any Contestable Works, including substation buildings and plinths must comply with our Standards and Specifications and the process for adoption of these assets will be as laid out in documents on our website. Access to our Standards and Specifications, network information and GIS is via a secure login applied for and accessed at: [www.ssen.co.uk/CompetitionInConnections](http://www.ssen.co.uk/CompetitionInConnections).

**Please be advised that it is vital that the Adoption Agreement is properly entered into by BOTH parties BEFORE any works commence on site. Any plant or cable installed before the Adoption Agreement is entered into is at your own risk and any costs incurred in carrying out inspections and making these assets subsequently fit for adoption will be borne by you. SEPD will not be responsible for any delays to the programme which may result.**

The current model of Adoption Agreement can be viewed on our website.

You will require to carry out the contestable works to be adopted subject to the necessary safety precautions, consents and wayleaves and other appropriate conditions, agreements and standards and specifications being satisfied including:

- Design for the connection downstream from the Point of Connection to the existing assets.
- Procurement and provision of the required materials.
- All excavation, trenching and reinstatement (whether temporary or permanent) including excavations for the non-contestable final connection joint.
- Provision and installation of all mains and service ducting.
- Recording of work, location of cable routes and equipment and the provision of this information to us.
- Making provision for the installation of metering equipment by an approved Meter Operator.

All jointing will be in accordance with our approved design within the scope and authorisation level of our current Safety Management Procedures.

The contestable works and your installation must be designed and installed in accordance with the technical engineering requirements of the Distribution Code and the following Engineering Recommendations:

- (i) Engineering Recommendation G5/4 (“Planning Levels for Harmonic Voltage Distortion and the Connection of Non-Linear Equipment to Transmission Systems and Distribution Networks in the United Kingdom”)
- (ii) Engineering Recommendation P28 (“Planning Limits for Voltage Fluctuations caused by Industrial, Commercial and Domestic Equipment in the UK”)

### High Voltage connection responsibilities and obligations

The Electricity at Work Regulations 1989 requires any customer with a supply at HV to appoint a Competent Person of sufficient technical knowledge or experience to prevent danger or injury. Up to date information and guidance on fulfilling this responsibility is available at [www.hse.gov.uk/electricity](http://www.hse.gov.uk/electricity).

The Distribution Code requires SEPD and HV connected customers to jointly establish the following:

- A Safety Management System for work at / across Ownership Boundaries.
- Control Persons to operate the Safety Management System.



- A Documentation System for inter-system safety precautions.
- Authorisation of staff operating the Safety Management System.
- Site Hazard Management Procedures.
- An Ownership, Control, Operation and Maintenance Schedule.
- Control Diagrams.
- Control Log (12 months).
- Communications.

Part of these requirements will be addressed in a Joint Operating Agreement (JOA) to be entered into between SEPD and the HV connected customer. This will consist of three parts:

- The first part details the procedures to be adopted;
- The second part is either an Operational Diagram for simple networks showing the ownership, operation and control boundary, or in the case of more complex networks an Operational Diagram supported by a signed Site Responsibility Schedule. (In the case of networks where the boundaries for ownership, operation and/or control are at different positions, or are complex, then a separate Site Responsibility Schedule is required); and
- The third part is an addendum which contains supporting information, e.g. contact telephone numbers, authorised persons, etc.

The Joint Operating Agreement will be completed and signatures obtained by our staff responsible for energising the new connection, and they may also require a copy of your HV network diagram.

Any changes which affect the Joint Operating Agreement, including changes to the customer's HV network, should be notified to . We will consider if your Point of Connection Offer may accommodate this. We may also revise your existing Joint Operating Agreement where required. You will be liable for any additional costs this may incur.

**Please note** we will not be able to energise your connection until the Joint Operating Agreement is in place.

### Special loads

We need to know if you propose to install any motors, welders, control gear or other equipment which might generate harmonics. Such equipment may affect electricity supplies to other customers in the area, as well as damaging our own equipment.

If you connect this type of equipment without our prior agreement and inclusion in our designs, we may insist upon its disconnection until the situation has been resolved. You will be liable for any additional costs this may incur.



## Your Point of Connection details

### HV Point(s) of Connection

The connection will be 11,000 Volts at 50 Hz, with a maximum capacity of 1,000kVA.

### A Network to be adopted by SEPD

For any network subsequently to be adopted by SEPD, your design of any Contestable Works, including substation buildings and plinths must comply with our Standards and Specifications and the process for adoption of these assets will be as laid out in documents on our website. Access to our Standards and Specifications, network information and GIS is via a secure login applied for and accessed at: [www.ssen.co.uk/CompetitionInConnections](http://www.ssen.co.uk/CompetitionInConnections).

**Please be advised that it is vital that the Adoption Agreement is properly entered into by BOTH parties BEFORE any works commence on site. Any plant or cable installed before the Adoption Agreement is entered into is at your own risk and any costs incurred in carrying out inspections and making these assets subsequently fit for adoption will be borne by you. SEPD will not be responsible for any delays to the programme which may result.**

The current model of Adoption Agreement can be viewed on our website.

You will require to carry out the contestable works to be adopted subject to the necessary safety precautions, consents and wayleaves and other appropriate conditions, agreements and standards and specifications being satisfied including:

- Design for the connection downstream from the Point of Connection to the existing assets.
- Procurement and provision of the required materials.
- All excavation, trenching and reinstatement (whether temporary or permanent) including excavations for the non-contestable final connection joint.
- Provision and installation of all mains and service ducting.
- Recording of work, location of cable routes and equipment and the provision of this information to us.
- Making provision for the installation of metering equipment by an approved Meter Operator.

All jointing will be in accordance with our approved design within the scope and authorisation level of our current Safety Management Procedures.

The contestable works and your installation must be designed and installed in accordance with the technical engineering requirements of the Distribution Code and the following Engineering Recommendations:

- (iii) Engineering Recommendation G5/4 (“Planning Levels for Harmonic Voltage Distortion and the Connection of Non-Linear Equipment to Transmission Systems and Distribution Networks in the United Kingdom”)
- (iv) Engineering Recommendation P28 (“Planning Limits for Voltage Fluctuations caused by Industrial, Commercial and Domestic Equipment in the UK”)

### High Voltage connection responsibilities and obligations

The Electricity at Work Regulations 1989 requires any customer with a supply at HV to appoint a Competent Person of sufficient technical knowledge or experience to prevent danger or injury. Up to date information and guidance on fulfilling this responsibility is available at [www.hse.gov.uk/electricity](http://www.hse.gov.uk/electricity).

The Distribution Code requires SEPD and HV connected customers to jointly establish the following:

- A Safety Management System for work at / across Ownership Boundaries.

- Control Persons to operate the Safety Management System.
- A Documentation System for inter-system safety precautions.
- Authorisation of staff operating the Safety Management System.
- Site Hazard Management Procedures.
- An Ownership, Control, Operation and Maintenance Schedule.
- Control Diagrams.
- Control Log (12 months).
- Communications.

Part of these requirements will be addressed in a Joint Operating Agreement (JOA) to be entered into between SEPD and the HV connected customer. This will consist of three parts:

- The first part details the procedures to be adopted;
- The second part is either an Operational Diagram for simple networks showing the ownership, operation and control boundary, or in the case of more complex networks an Operational Diagram supported by a signed Site Responsibility Schedule. (In the case of networks where the boundaries for ownership, operation and/or control are at different positions, or are complex, then a separate Site Responsibility Schedule is required); and
- The third part is an addendum which contains supporting information, e.g. contact telephone numbers, authorised persons, etc.

The Joint Operating Agreement will be completed and signatures obtained by our staff responsible for energising the new connection, and they may also require a copy of your HV network diagram.

Any changes which affect the Joint Operating Agreement, including changes to the customer's HV network, should be notified to . We will consider if your Point of Connection Offer may accommodate this. We may also revise your existing Joint Operating Agreement where required. You will be liable for any additional costs this may incur.

**Please note** we will not be able to energise your connection until the Joint Operating Agreement is in place.

### Special loads

We need to know if you propose to install any motors, welders, control gear or other equipment which might generate harmonics. Such equipment may affect electricity supplies to other customers in the area, as well as damaging our own equipment.

If you connect this type of equipment without our prior agreement and inclusion in our designs, we may insist upon its disconnection until the situation has been resolved. You will be liable for any additional costs this may incur.

## Your connection details

### HV Point(s) of Connection

#### Connection - High Voltage

The connection will be 11,000.00 Volts at 50 Hz, with a maximum capacity of 1,000.00kVA.

Please note we will **not** energise the supply until you have the following agreements in place:

- **Meter Operator Services Agreement** with a Meter Operator
- **Supply Agreement** with a Supplier
- **Connection Agreement** with us (enclosed for signature and return)

**Please ensure the Connection Agreement is signed by whoever will be responsible for the associated charges and returned to SEPD as soon as possible, the Connection Agreement must be received by us before we can progress with the connection work.**

The connection will be three-phase, 11,000 Volts, and alternating current at 50 Hz, with a maximum capacity of 1,000kVA. You will need to balance the electrical load evenly across the phases to avoid overloading.

Our system fault level varies with operating conditions, but the three phase symmetrical current will not exceed 20 kA rms. We recommend that your HV earthing system is connected to our network at the intake switchgear.

Under the Electricity at Work Regulations you must provide an emergency trip to disconnect all supplies to the site in an emergency. We have included the charges for installing this trip within our quotation. Please note this trip can only be reset on site by our staff.

### How to Get Your Meter

**It is extremely important for you to note that your meters cannot be installed or relocated by SEPD.** Although SEPD owns the cables coming into the premises **we are not an electricity supply company and we do not install or relocate the meters.** You must arrange a meter operating and supply contract with the Meter Operator and Supplier of your choice.

#### Meter Operator Services Agreement

Before we can provide you with a supply of electricity, as your anticipated demand for the supply exceeds 100kW, you must choose a Meter Operator to provide and operate metering equipment for you. Once you have chosen a Meter Operator you will need to enter into a Meter Operator Service Agreement.

#### Supply Agreement

Before we can energise your supply of electricity, you must appoint an Electricity Supplier and arrange a Supply Contract. Once you have chosen your preferred Supplier, you will need to contact them to register the Meter Point Administration Number (MPAN) associated with your new supply.

#### What is an MPAN number

- The MPAN (Meter Point Administration Number) is a unique number that identifies each electricity supply point.
- The MPAN is sometimes also called a Supply Number but it should not be confused with your customer reference number.
- **Every MPAN number must be registered with a Supplier before a meter can be connected and final energisation can take place.**

You will need to advise your Supplier who you have chosen to be your Meter Operator. Your Supplier will appoint them and arrange for them to attend, fit the meter(s), when you advise them your site is ready.

Once your metering equipment has been installed your Supplier will request our attendance to energise. We will not be able to energise the supply until we receive this request from your Supplier.

We are unable to give advice on a choice of Supplier. A quick internet search for lists of Energy Suppliers will provide you with an array of different electricity suppliers to choose from. Suggested sources of information can be found at: [www.ofgem.gov.uk/information-consumers](http://www.ofgem.gov.uk/information-consumers).

For further consumers' information on your energy supply, follow the links to Citizens Advice by clicking [here](#) for England, or [here](#) for Wales, or [here](#) for Scotland.

### **Connection Agreement**

This is an Offer for a maximum demand type of connection and is subject to you/your client entering into a Connection Agreement (enclosed) with SEPD to accept responsibility for the available capacity charges based on 1,000kVA.

Your connection may attract availability and demand charges as well as unit charges. You should discuss this with your Supplier prior to accepting this Offer to ensure that you fully understand the running charges.

If your demand increases beyond the agreed capacity (over a 3 month period) we will contact you as you are exceeding your authorised capacity which may result in further charges and may require further reinforcement to our network.

### **Earthing**

Where connection is provided at High Voltage, you must ensure that your High Voltage and Low Voltage earth systems meet statutory requirements and national standards. If a connection to Southern Electric Power Distribution plc's High Voltage earth system is desired you must contact and agree in writing how this will be done.

## Site Requirements

This site requirements schedule includes any detailed requirements for our on-site works, what you need to know about cable routes and trenching and any special or unusual load you have requested to be connected such as motors and welders.

SEPD Reference: EWX773/2

Site address:     The Boulevard  
                      Off Langford Lane  
                      Kidlington  
                      Oxfordshire  
                      OX5 1RA

Offer date: 9 January 2023

This site requirements schedule gives details of the site works you will need to complete for us to meet your requirements. Please read this document carefully as any problems with these works may result in additional charges and/or delays. If you need any assistance please contact us.

When we attend to undertake our works you must ensure that any substation's site(s), cable routes and any associated overhead line positions are clear of all encumbrances and ready for on site construction.

You are required to ensure that all works on your own electrical installation are carried out by a qualified electrical contractor who is registered. Statutory qualification schemes, for Building Regulation purposes, are currently run by NICEIC, SELECT, ECA, NAPIT, ELECSA, British Standards Institution and BRE Certification. For Government approved organisations that register electricians please refer to the Electrical Safety Council.

## Cable Routes and Ducts

The proposed cable routes are shown on the draft site plan.

Before we can lay our cables you will need to set out kerb lines, establish levels where roads or footpaths are not yet being constructed and, provide routes clear of obstructions or building materials. We will charge you for any subsequent alterations to our cables because of changes to the site layout.

You will need to install 150mm diameter road crossing ducts. These must be twin walled black polyethylene ducting such as Ridgduct, complying with the current edition of the ENATS specification 12-24.

Duct crossings must be laid at a depth of not less than 600mm and not more than 800mm below the finished road surface. The crossings should extend approximately 150mm beyond the kerb line on either side of the road and the ends should be blanked off to prevent ingress of spoil.

Please ensure that ducts provided for our use are spaced at least 1.0m clear of inspection pits and other duct lines to ensure working clearance at the ends of the ducts.

## Trenching and Inspection of Cables

Where you are trenching for our cables, further information is available in our 'New Connections – Mains Trenching and Cable Laying Guide'. Please ask our Team Manager for a copy or download it directly from our website at [www.ssen.co.uk/connections/usefuldocuments/](http://www.ssen.co.uk/connections/usefuldocuments/). This will ensure you meet our requirements and comply with the NJUG recommendations.

We will blind our cables using suitable material – which must be free of sharp stones and rocks etc. Where the excavated material is not suitable, you will need to provide us, free of charge, an alternative material for



this purpose, typically sand. You will be responsible for backfilling and reinstatement of the trenches. Please contact our Team Manager a few days before you start works on site and he will visit and advise you on any additional requirements.

You are required to ensure that all works on your own electrical installation are carried out by a qualified electrical contractor who is registered. Statutory qualification schemes, for Building Regulation purposes, are currently run by NICEIC, SELECT, ECA, NAPIT, ELECSA, British Standards Institution and BRE Certification. For Government approved organisations that register electricians please refer to the Electrical Safety Council.

### **Removal of SEPD's Equipment**

Any equipment disconnected from our network is still our property. You may not remove any disconnected plant or cables without our prior agreement.

### **Harmonic Distortion Limits**

The complete installation must strictly comply with the requirements detailed in the Energy Networks Association Engineering Recommendation G5/4 "Planning levels for harmonic voltage distortion and the connection of non-linear equipment to transmission systems and distribution networks in the United Kingdom". The connection must comply with the Stage 1, Stage 2 or Stage 3 limits as specified by G5/4. In the event of non compliance with G5/4, we reserve the right to disconnect the installation from the network until compliance can be guaranteed. This is to prevent unwanted disturbance to other customers connected to the network.

### **Substation**

To provide a connection we shall need a new distribution substation(s).

You shall provide a site nominally 4.5m wide x 4.5m deep (if situated in England and Wales) or 5.0m wide x 5.0m deep (if situated in Scotland) for the substation and its equipment, in order to comply with boundary legislation. The site must be suitably enclosed, secure and be kept in good condition. The subsoil must be capable of withstanding a load of 8.0 tonnes per square metre to avoid settlement.

It is important to avoid delays with the legal transactions. We will ask our Wayleave Officer to pursue this when we receive your acceptance of our Offer, any Connection Agreement and payment of the charges included in our Offer. Please ask your solicitor to write to the Wayleave Officer at this office as soon as possible, enclosing a copy of the Registered Title for the substation site where appropriate. We will be unable to start our substation site works until the legal formalities have been completed.

We need unrestricted access to the substation for operational purposes. Access may also be required, at a later stage, to enable additional connections from the substation to our network. Any future site security, both during and after completion of the development, must reflect this requirement.

### **Substation Enclosure**

The substation will be fully enclosed in a glass reinforced plastic (GRP) housing. You are responsible for providing the foundation for this housing. Refer to our technical guidance TG-NET-CIV-002 (previously TG-PS-584 and TG-PS-623) which details our requirements for foundation arrangements.

### **Substation Enclosure**

You have elected to provide your own building; this should be fully enclosed with a door and a fully hipped roof. We enclose drawings showing our outline requirements for this type of building. There are certain details that we will need to agree, e.g. the positioning of the door, vent and location of cable ducts. Please let our Team Manager have copies of your plans for our approval.

The use of a hipped roof will require Local Authority Planning Approval; you will be responsible for obtaining this approval and submitting the appropriate documentation to Southern Electric Power Distribution plc.



## The Company's Standard Terms and Conditions

### Definitions:

The <b>"Company"</b> :	Shall mean either Scottish Hydro Electric Power Distribution plc or Southern Electric Power Distribution plc as specified in the Offer Letter;
The <b>"Adoption Agreement"</b> :	The agreement between the Customer and the Company for adoption of any Contestable Connection Works undertaken by the Customer;
The <b>"Agreement"</b> :	The agreement constituted by the Offer and the Customer's acceptance and any permitted variation from time to time;
The <b>"Agreement Date"</b> :	The date of the Customer's acceptance of the Offer;
The <b>"Company's Requirements"</b> :	The Company's technical requirements as set out on the Website and the Offer;
The <b>"Connection Agreement"</b> :	The agreement between the Company and the Customer relating to the connection of the Customer's premises;
<b>"Consumer"</b> :	Means an individual acting for purposes which are wholly or mainly outside the individual's trade, business, craft or profession;
<b>"Consumer Terms and Conditions"</b> :	Means the Supplementary Consumer Terms and Conditions attached to these Standard Terms and Conditions;
The <b>"Contestable Connection Works"</b> :	The part of the Works that the Customer may elect to undertake or appoint an appropriate third party to undertake;
The <b>"Cost Apportionment Contribution"</b> :	A financial contribution made with respect to the costs of connection from the Company in favour of the Customer;
The <b>"Customer"</b> :	The person, firm or company whose name and address is shown in the Offer Letter;
The <b>"Equipment"</b> :	The equipment, plant and/ or apparatus the Company will supply as detailed in the Offer Letter;
The <b>"Land Rights"</b> :	Means rights in, under or over land for the construction, installation, operation, repair, maintenance, renewal or use of the Contestable Connection Works and/or the Works;
The <b>"Land Rights Criteria"</b> :	The criteria as set out on the Website providing the Company's requirements for Land Rights;
The <b>"Offer"</b> :	These standard terms and conditions and the Offer Letter;
The <b>"Offer Letter"</b> :	The letter and attached pages sent to the Customer by the Company setting out details of the Works, the Quotation and other matters relating to the connection;
The <b>"Quotation"</b> :	The Quotation for the Works as set out in the Offer Letter;
The <b>"Information Pack"</b> :	The customer site requirements document supplied with the Offer;
The <b>"Website"</b> :	The website at <a href="http://www.ssen.co.uk">www.ssen.co.uk</a> or at such other domain name as the Company may use from time to time;
The <b>"Works"</b> :	The works that the Company will carry out as detailed in the Offer; and
<b>"Second Comer Charge"</b> :	Means any amounts payable by the Customer pursuant to The Electricity (Connection Charges) Regulations 2002 or Electricity (Connection Charges) Regulations 2017 as appropriate.

1. The Offer remains open for acceptance in writing for 90 days from the date of issue, unless notified by the Company in writing to the contrary. The Company reserves the right to amend or withdraw the Offer at any time prior to the Customer accepting it.
2. If the Customer has entered into the contract as a Consumer, the Consumer Terms and Conditions shall be incorporated into these terms and conditions and to the extent of any inconsistency, the terms of the Consumer Terms and Conditions shall prevail.
3. The Customer will provide the Company with the facilities reasonably necessary to enable it to complete the Works in the most economical manner. In default the Customer shall pay the Company such reasonable additional costs that may result.
4. Where any changes to the Works are required other than as a result of the Company's negligence the Company shall submit written details of the additional cost to the Customer who shall be entitled to terminate the contract upon giving the Company written notice within 5 working days of the date of submission of such details. In the event of termination the Customer shall pay the Company's reasonable charges for the work done or committed and materials purchased prior thereto and reimburse any costs or expense incurred or committed by the Company in obtaining any wayleaves and consents.
5. In accordance with the Land Rights Criteria, the Customer will (i) grant (at no cost to the Company, or for a nominal sum of £1) any Land Rights for cables, overhead lines, substations and all other apparatus to be installed over or within their property, (ii) provide and install ducts for on site road crossings and for service cable entry and (iii) agree service terminations in a position acceptable to the Company and provide and install service tubes from the back of the footpath to the premises to which the connection is required terminating where possible in an external meter reading cabinet.
6. The Customer will meet (i) their own agent's legal and other fees and expenses, (ii) the legal and other fees and expenses of the Company, and (iii) the legal and other expenses of any consentor or other third party in connection with the grant of the Land Rights.
7. The Company reserves the rights not to install the Works on contaminated land. Where contamination is found by or becomes known to the Company, additional charges may be rendered to the Customer in accordance with Condition 4.
8. The Customer will, at no cost to the Company and to a satisfactory standard reasonably specified by the Company, be responsible for carrying out all on site cable trenching for services, LV and HV mains cable, other than within substation sites and for backfilling and trench reinstatement once the Company has laid and covered the aforesaid cabling.
9. The Customer will be responsible for all building costs associated with the supply intake and any meter cabinets.
10. The Customer will provide service termination facilities, in a position acceptable to the Company.
11. The Company shall be entitled to terminate the contract constituted by your acceptance of the Agreement by written notice to you, at any time following the expiry of the period specified in the Quotation, if the works referred to in the Quotation have not commenced or did commence but subsequently ceased and such delay in commencing or completing the works is not attributable to the act or omission of the Company. If the Company terminates before commitment or commencement of the works referred to in the Quotation and/or any associated tasks, the Company will return any sums paid to us minus administration costs. If the Company terminates before completion of the works referred to in the Quotation but after commitment or commencement of any associated tasks, the Customer will be liable for any reasonable charges for the work done or committed and materials purchased prior to termination and any costs or expense incurred in relation to obtaining any wayleaves or consents or other such land rights. The Company will be entitled to deduct such amounts, together with administration costs from any sums paid to us
12. The Offer is subject to the Company obtaining all required Land Rights and statutory consents for carrying out the Works. Unless otherwise stated the Offer assumes that all plant and equipment will be placed in the adopted public highway or land owned or controlled by the Customer who will provide all Land Rights in accordance with Condition 5. The Customer will pay the full cost of obtaining any Land Rights required from third parties (including settlement of all properly reimbursed claims thereunder) in addition to the charges identified in the Quotation provided that where these have a significant impact on the overall cost the Customer shall be entitled to terminate the contract upon written notice to the Company. In the event of termination the Customer shall pay the Company's reasonable charges for the work done or committed and materials purchased prior thereto and reimburse any costs or expense incurred or committed by the Company in obtaining any Land Rights.
13. It is assumed that the Company will carry out all Works during normal working hours. There will be an additional charge for any overtime working at the Customer's request.
14. The Quotation is based on material and labour costs prevailing at the date of the Offer Letter. The Company shall have the right to vary the Quotation in accordance with any variations in the material or labour costs subsequent to the date of the Offer Letter (unless otherwise stated in the Offer Letter) upon submitting written details of the additional cost to the Customer who shall be entitled to terminate the contract upon giving the Company written notice within 5 working days of the date of submission of such details. In the event of termination the Customer shall pay the Company's reasonable charges for the work done or committed and materials purchased prior thereto and reimburse any costs or expense incurred or committed by the Company in obtaining any Land Rights.



## The Company's Standard Terms and Conditions

### Definitions:

The "Company":	Shall mean either Scottish Hydro Electric Power Distribution plc or Southern Electric Power Distribution plc as specified in the Offer Letter;
The "Adoption Agreement":	The agreement between the Customer and the Company for adoption of any Contestable Connection Works undertaken by the Customer;
The "Agreement":	The agreement constituted by the Offer and the Customer's acceptance and any permitted variation from time to time;
The "Agreement Date":	The date of the Customer's acceptance of the Offer;
The "Company's Requirements":	The Company's technical requirements as set out on the Website and the Offer;
The "Connection Agreement":	The agreement between the Company and the Customer relating to the connection of the Customer's premises;
"Consumer":	Means an individual acting for purposes which are wholly or mainly outside the individual's trade, business, craft or profession;
"Consumer Terms and Conditions":	Means the Supplementary Consumer Terms and Conditions attached to these Standard Terms and Conditions;
The "Contestable Connection Works":	The part of the Works that the Customer may elect to undertake or appoint an appropriate third party to undertake;
The "Cost Apportionment Contribution":	A financial contribution made with respect to the costs of connection from the Company in favour of the Customer;
The "Customer":	The person, firm or company whose name and address is shown in the Offer Letter;
The "Equipment":	The equipment, plant and/ or apparatus the Company will supply as detailed in the Offer Letter;
The "Land Rights":	Means rights in, under or over land for the construction, installation, operation, repair, maintenance, renewal or use of the Contestable Connection Works and/or the Works;
The "Land Rights Criteria":	The criteria as set out on the Website providing the Company's requirements for Land Rights;
The "Offer":	These standard terms and conditions and the Offer Letter;
The "Offer Letter":	The letter and attached pages sent to the Customer by the Company setting out details of the Works, the Quotation and other matters relating to the connection;
The "Quotation":	The Quotation for the Works as set out in the Offer Letter;
The "Information Pack":	The customer site requirements document supplied with the Offer;
The "Website":	The website at <a href="http://www.ssen.co.uk">www.ssen.co.uk</a> or at such other domain name as the Company may use from time to time;
The "Works":	The works that the Company will carry out as detailed in the Offer; and
"Second Comer Charge":	Means any amounts payable by the Customer pursuant to The Electricity (Connection Charges) Regulations 2002 or Electricity (Connection Charges) Regulations 2017 as appropriate.

15. Unless otherwise agreed the Company requires full payment of the amount due on acceptance 30 days prior to commencement of the Works. All other arrangements will be subject to status.
16. The Company may submit progress invoices to the Customer, in respect of the amount of labour expended and materials delivered to site and the Company's stores up to the date of the progress invoice.
17. Adjustments will be made to the rates of VAT to those applicable at the date of invoice or payment, whichever is the earlier.
18. The Company will issue a further invoice to the Customer on completion of the electrical works in respect of the Second Comer Charge.
19. The Customer must settle invoices within 30 days of the date of the invoice.
20. If any amount remains unpaid after the due date, the Company shall (in addition to any other remedies) be entitled to charge interest on the amount unpaid at the annual rate of 3% over the base rate of the Bank of England from the due date to the date of payment in full.
21. The Company reserves the right to require that the Customer provides security for any payment which may become due pursuant to this Offer and/or section 19 of the Electricity Act 1989. The Company may automatically apply any such security in cash against any such sums as they become due.
22. Unless otherwise agreed in writing by the Company time is not of the essence in relation to the Company's Works.
23. The Company shall have no liability to the Customer whether in contract, tort or delict (including negligence), for breach of statutory duty, or otherwise arising under or in connection with this Agreement for any indirect or consequential loss, any loss of profit, revenue, generation, business, savings, (anticipated or otherwise) or any other form of economic loss (whether or not occurring in connection with physical damage) provided that this Condition 20 shall not exclude or restrict the liability of the Company for death or personal injury or any other liability which cannot be limited or excluded by applicable law.
24. The Company's liability under or in connection with this Agreement shall be limited to £1 million in the aggregate. This limit shall apply however that liability arises, including, without limitation, a liability arising by breach of contract, arising by tort or delict (including negligence) or arising by breach of statutory duty provided that this Condition 21 shall not exclude or restrict the liability of the Company for death or personal injury or any other liability which cannot be limited or excluded by applicable law.
25. The Customer acknowledges and confirms that it does not enter into the Agreement in reliance on any oral representation, warranty or undertaking not fully reflected in the terms of the Agreement and that no amendment, modification or substitution to the Agreement shall be effective unless executed in writing by both parties.
26. The Equipment shall at all times remain the property of the Company. On completion of the Works and, with respect to any Contestable Connection Works undertaken by the Customer, the Customer both satisfactorily completing any Contestable Connection Works and an Adoption Agreement with the Company covering the Contestable Connection Works, the whole of the Works, Equipment and the aforesaid Contestable Connection Works shall become the property of the Company. The Customer shall protect the Equipment from any damage or interference between delivery to the site and completion of the Works and shall indemnify the Company for any loss or damage to the Equipment during such period. The Company shall be responsible for the final connection of the Works to its distribution system.
27. The Quotation is net of any Cost Apportionment Contribution due to the Customer and no further contributions or allowances are applicable. The value of the Cost Apportionment Contribution has been calculated on the basis of, inter alia, the Equipment specified in the Offer Letter, the available capacity agreed for the development, the build rate and the electrical heating the Customer has declared will be installed. The value of Cost Apportionment Contribution made in favour of the Customer by the Company will be recalculated in the attached Quotation and its value may be recalculated by the Company to reflect any alteration to the basis of the calculation and the Customer will refund any excess Cost Apportionment Contribution made by the Company upon demand. The Customer shall be liable to pay to the Company the full value of the Cost Apportionment Contribution received from the Company in the event this Agreement is terminated prior to the completion of the Connection. In such event, the Customer shall be liable to pay to the Company a proportion (to be determined by the Company) of the Cost Apportionment Contribution.
28. It is a condition of the Offer that the Customer **or the end customer who will be responsible for the associated charges** shall (where applicable) enter into a Connection Agreement with the Company prior to energisation of the Connection.
29. The Customer will carry out the site work specified in the Information Pack (Site Requirements Schedule document).

## Supplementary Consumer Terms and Conditions

### 1. Application of these Terms and Conditions

These Supplementary Consumer Terms and Conditions apply to an Offer issued by SEPD to a consumer. Where applicable these Supplementary Consumer Terms and Conditions shall be incorporated into the terms of the Offer and where inconsistent with any term of the Offer, these Supplementary Consumer Terms and Conditions shall prevail.

### 2. Right to Cancel

You have the right to cancel your contract with us within 14 days of us receiving your acceptance without giving any reason. The cancellation period will expire after 14 days from the day we receive your acceptance. This right is in addition to any other right to cancel that you have under our standard terms and conditions.

To exercise the right to cancel, you must inform us [Connections and Engineering, Walton Park, Walton Road, Cosham, PO6 1UJ, [connections@sse.com](mailto:connections@sse.com)] of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or e-mail). You may use the attached model cancellation form, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### 3. Effect of Cancellation

If you cancel the contract in accordance with paragraph 2 above, we will reimburse to you all payments received from you.

We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel the contract.

We will make the reimbursement using the same means of payment as you used for payment, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

If you requested that we begin the performance of works during the cancellation period, you shall pay us an amount which is in proportion to what has been performed prior to your cancellation of the contract, in comparison with the full works provided for in the contract.

**MODEL CANCELLATION FORM**

*(Complete and return this form only if you wish to withdraw from the contract)*

To: Connections And Engineering  
Walton Park  
Walton Road  
Cosham  
PO6 1UJ  
[connections@sse.com](mailto:connections@sse.com)

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract for the supply of the following service [\*\*],

Offer accepted on [\*\*],

Name of customer(s),

Address of customer(s),

Signature of customer(s) (only if this form is notified on paper),

Date

[\*] Delete as appropriate

[\*\*] Populate as appropriate

## Detailed Cost Breakdown

Please note that due to rounding within the calculation of the Breakdown of Charges which forms part of this Offer, the total shown below may differ slightly from the "Total charge to applicant" amount in the Offer Letter. For the avoidance of doubt the "Total charge to applicant" figure in the Offer Letter reflects our detailed forecast and calculations and is the accurate figure. It is the amount we need to receive before we can schedule works.

This does not form part of our Offer and is not legally binding.

## Job Details

Job Reference      EWX773  
Version              2

## Estimate Summary List

Section Qty.	Contestable Works: Connection Description	Voltage	Cost(£)
2	JT.04.01 - HV Straight Joint	HV	£2,029.93
3	JT.05.01 - HV Switch Term	HV	£5,008.71
413	150mm XLPE	HV	£9,315.51
19	TR.01.08.01 - HV Single 3 core cable - Unmade/Turf	HV	£2,356.93
2	JB.01.03.01-HV straight/ Pot end - Unmade/Turf	HV	£2,397.69
1	Wayleaves 3rd party negotiation/ planning etc requirements	Wayleaves	£457.29
1	Connection Offer Expenses EHV Demand Contestable	Assessment & Design	£343.48
1	TM.06.27 - SUPPLY OF TRAF MGT PLANS	Other	£217.94
1	TM.01.13 - 4 WAY TRAF LIGHTS - DISMTL NORM WRKNG HRS	Temp Traffic Lights	£310.06
1	TM.01.12 - 4 WAY TRAF LIGHTS - SETUP NORM WRKNG HRS	Temp Traffic Lights	£310.06
1	TM.01.11 - 4 WAY TRAF LIGHTS - HIRE ONLY	Temp Traffic Lights	£364.77
1	PL.04.07 - Shingle Substation	Misc	£1,404.02
1	PL.03.01-Substation earthing HV / LV to TG-PS-073	Misc	£2,722.71
1	PL.01.18-GRP Housing type TR18	Misc	£7,746.01
1	New Conn HV - CT Metering	Misc	£878.44
1	PL.01.06-Install RMU	Installation Costs	£3,186.21
1	RMU F/S with HV Metering to 1.5MVA	Switchgear	£9,368.59
360	TR.05.08 - 11kV cable 3c lay & blind	Lay & Blind	£8,837.32
<b>Total (£)</b>			<b>£57,255.67</b>

Section Qty.	Non-Contestable Works: Final Connection Description	Voltage	Cost(£)
1	SD.01.02 - HV shutdown	HV	£4,642.08
1	JB.01.03.02-HV straight/Pot end - Footway (all types)	HV	£1,562.22
1	JT.04.04 - HV Pot End	HV	£633.36
2	JT.04.01 - HV Straight Joint	HV	£1,952.29
1	Design Approval GEN/DEM EHV/132	EHV	£1,575.00
1	EHV network @ level 3	EHV	£315.00
1	Connection Offer Expenses EHV Demand Non-Contestable	EHVPOC	£2,072.00
1	Final legal paperwork for Wayleaves/Legals	Wayleaves	£450.00
1	Padlocks (Operational) South	Misc	£226.28
1	PL.01.13-Dismantle Unit S/S	Dismantlement	£2,424.02
<b>Total (£)</b>			<b>£15,852.25</b>

Section Qty.	Non-Contestable Works: Network Reinforcement Description	Voltage	(£)
150	33kV - 1xU/G - (in metres) 630 Cu	33kv	£36,183.58
1	33kV - TRAFO - NER (incl cabling)	33kV	£17,160.00
2	33kV - CIVIL - (Small) Site clearance	33kV	£5,720.00
1	33kV - CIVIL - Asbestos survey Type 3	33kV	£1,430.00
1	33kV - TRAFO - Earthing	33kV	£17,160.00
1	33kV - TRAFO - Feeder protection panel	33kV	£24,310.00
1	33kV - TRAFO - Protection / AVC panel	33kV	£28,600.00
75	33kV - SUB'W - Excavations within substation (600mm wide tre	33kV	£107,250.00
1	33kV - TRAFO - 11kV Singles (2 per phase)	33kV	£24,310.00
1	33kV - TRAFO - 15/30MVA 33/11kV transformer	33kV	£368,940.00
1	33kV - S'BRD - Protection Setting Modification	33kV	£14,300.00
1	33kV - TRAFO - CDM / Welfare fix charge	33kV	£21,450.00
1	33kV - CIVIL - Shingling - Small Job	33kV	£4,290.00
1	33kV - TRAFO - Transformer base / bund	33kV	£114,400.00
1	33kV - TRAFO - 33kV cable connections	33kV	£7,150.00
<b>Total (£)</b>			<b>£792,653.60</b>

Section Description	Non-Contestable Works: Other	Cost (£)
	Other Cost - Rebate	£0.00
	Other Cost - 2nd Comer	£29,480.00
	Other Cost - O & M	£0.00
	Other Cost - High Cost O & M	£0.00
<b>Total (£)</b>		<b>£29,480.00</b>
<b>DNO Costs (£)</b>		<b>£779,442.70</b>
<b>Customer Costs (£)</b>		<b>£115,798.80</b>

<b>Totals</b>	<b>Cost(£)</b>
Contestable Total	£57,255.67
Non-Contestable Total	£837,985.80

For an explanation of the technical terms or abbreviations used in the above cost breakdown please visit our website [www.ssen.co.uk/connections/abbreviations](http://www.ssen.co.uk/connections/abbreviations)





# Appendix C – Thames Water Report

# Asset location search



## Property Searches

Yes Engineering Group Limited  
The Moat House, 133 The Moat House

STAFFORD  
ST16 2EZ

**Search address supplied** London Oxford Airport  
Langford Lane  
Kidlington  
Oxford  
Oxfordshire  
OX5 1RA

**Your reference** 1703902

**Our reference** ALS/ALS/24/2018\_3789993

**Search date** 8 May 2018

### Keeping you up-to-date

Knowledge of features below the surface is essential in every development. The benefits of this not only include ensuring due diligence and avoiding risk, but also being able to ascertain the feasibility for any commercial or residential project.

An asset location search provides information on the location of known Thames Water clean and/or wastewater assets, including details of pipe sizes, direction of flow and depth. Please note that information on cover and invert levels will only be provided where the data is available.



Thames Water Utilities Ltd  
Property Searches, PO Box 3189, Slough SL1 4WW  
DX 151280 Slough 13



[searches@thameswater.co.uk](mailto:searches@thameswater.co.uk)  
[www.thameswater-propertysearches.co.uk](http://www.thameswater-propertysearches.co.uk)



0845 070 9148



**Search address supplied:** London Oxford Airport, Langford Lane, Kidlington, Oxford, Oxfordshire, OX5 1RA

Dear Sir / Madam

**An Asset Location Search is recommended when undertaking a site development.** It is essential to obtain information on the size and location of clean water and sewerage assets to safeguard against expensive damage and allow cost-effective service design.

The following records were searched in compiling this report: - the map of public sewers & the map of waterworks. Thames Water Utilities Ltd (TWUL) holds all of these.

This search provides maps showing the position, size of Thames Water assets close to the proposed development and also manhole cover and invert levels, where available.

Please note that none of the charges made for this report relate to the provision of Ordnance Survey mapping information. The replies contained in this letter are given following inspection of the public service records available to this company. No responsibility can be accepted for any error or omission in the replies.

You should be aware that the information contained on these plans is current only on the day that the plans are issued. The plans should only be used for the duration of the work that is being carried out at the present time. Under no circumstances should this data be copied or transmitted to parties other than those for whom the current work is being carried out.

Thames Water do update these service plans on a regular basis and failure to observe the above conditions could lead to damage arising to new or diverted services at a later date.

## Contact Us

If you have any further queries regarding this enquiry please feel free to contact a member of the team on 0845 070 9148, or use the address below:

Thames Water Utilities Ltd  
Property Searches  
PO Box 3189  
Slough  
SL1 4WW

Email: [searches@thameswater.co.uk](mailto:searches@thameswater.co.uk)

Web: [www.thameswater-propertysearches.co.uk](http://www.thameswater-propertysearches.co.uk)

## Waste Water Services

**Please provide a copy extract from the public sewer map.**

The following quartiles have been printed as they fall within Thames' sewerage area:

SP4715SE  
SP4714NW  
SP4715SW  
SP4714NE

Enclosed is a map showing the approximate lines of our sewers. Our plans do not show sewer connections from individual properties or any sewers not owned by Thames Water unless specifically annotated otherwise. Records such as "private" pipework are in some cases available from the Building Control Department of the relevant Local Authority.

Where the Local Authority does not hold such plans it might be advisable to consult the property deeds for the site or contact neighbouring landowners.

This report relates only to sewerage apparatus of Thames Water Utilities Ltd, it does not disclose details of cables and or communications equipment that may be running through or around such apparatus.

The sewer level information contained in this response represents all of the level data available in our existing records. Should you require any further Information, please refer to the relevant section within the 'Further Contacts' page found later in this document.

For your guidance:

- The Company is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. If any of these are shown on the copy extract they are shown for information only.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an 'as constructed' record. It is recommended these details be checked with the developer.

## Clean Water Services

**Please provide a copy extract from the public water main map.**

The following quartiles have been printed as they fall within Thames' water area:



SP4715SE  
SP4714NW  
SP4715SW  
SP4714NE

Enclosed is a map showing the approximate positions of our water mains and associated apparatus. Please note that records are not kept of the positions of individual domestic supplies.

For your information, there will be a pressure of at least 10m head at the outside stop valve. If you would like to know the static pressure, please contact our Customer Centre on 0800 316 9800. The Customer Centre can also arrange for a full flow and pressure test to be carried out for a fee.

For your guidance:

- Assets other than vested water mains may be shown on the plan, for information only.
- If an extract of the public water main record is enclosed, this will show known public water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

## **Payment for this Search**

A charge will be added to your suppliers account.

## Further contacts:

### Waste Water queries

Should you require verification of the invert levels of public sewers, by site measurement, you will need to approach the relevant Thames Water Area Network Office for permission to lift the appropriate covers. This permission will usually involve you completing a TWOSA form. For further information please contact our Customer Centre on Tel: 0845 920 0800. Alternatively, a survey can be arranged, for a fee, through our Customer Centre on the above number.

If you have any questions regarding sewer connections, budget estimates, diversions, building over issues or any other questions regarding operational issues please direct them to our service desk. Which can be contacted by writing to:

Developer Services (Waste Water)  
Thames Water  
Clearwater Court  
Vastern Road  
Reading  
RG1 8DB

Tel: 0800 009 3921  
Email: [developer.services@thameswater.co.uk](mailto:developer.services@thameswater.co.uk)

### Clean Water queries

Should you require any advice concerning clean water operational issues or clean water connections, please contact:

Developer Services (Clean Water)  
Thames Water  
Clearwater Court  
Vastern Road  
Reading  
RG1 8DB

Tel: 0800 009 3921  
Email: [developer.services@thameswater.co.uk](mailto:developer.services@thameswater.co.uk)





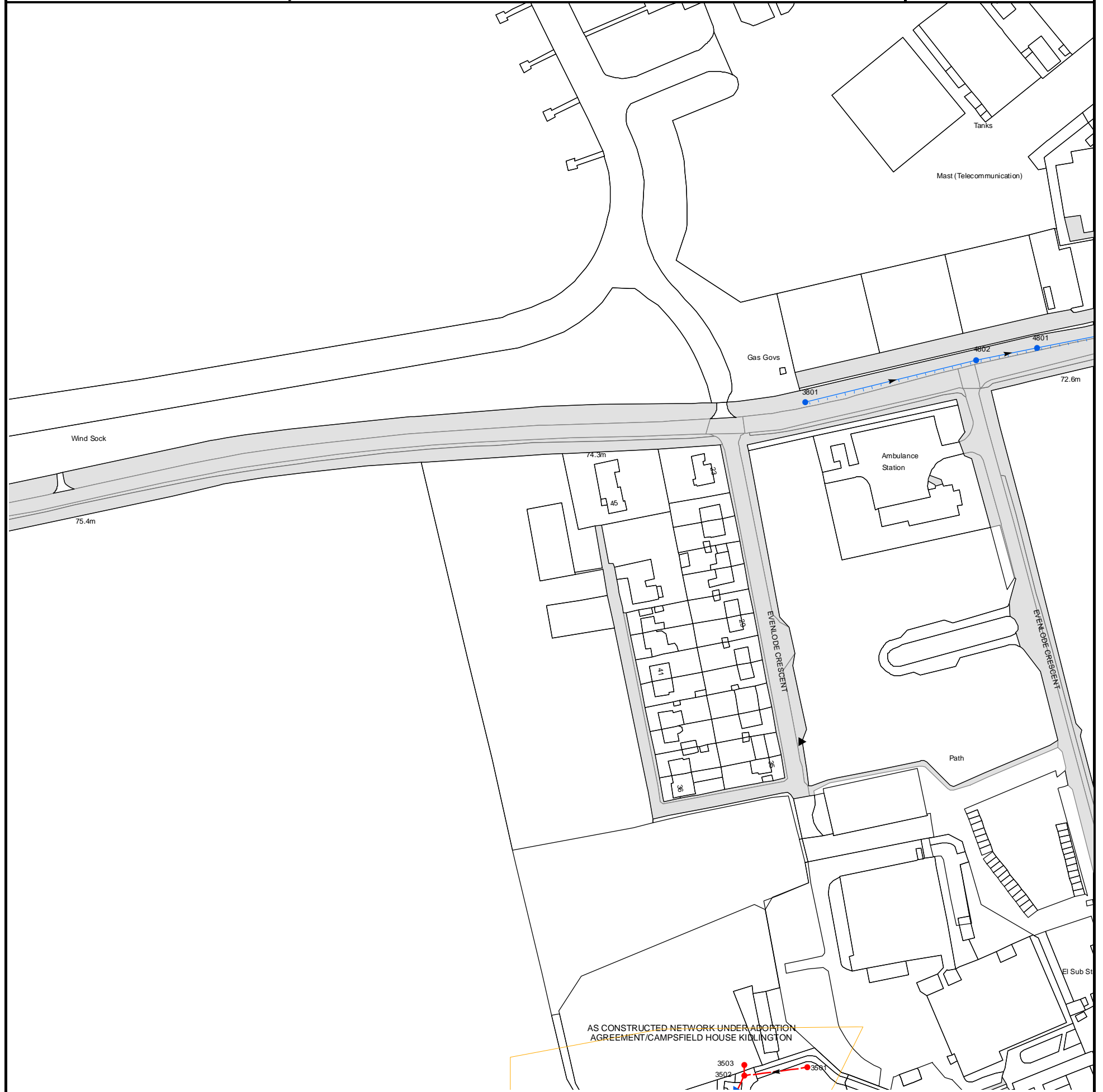
The width of the displayed area is 500m and the centre of the map is located at OS coordinates 447750,215250  
The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.

Based on the Ordnance Survey Map with the Sanction of the controller of H.M. Stationery Office, License no. 100019345 Crown Copyright Reserved.

NB. Levels quoted in metres Ordnance Newlyn Datum. The value -9999.00 indicates that no survey information is available

Manhole Reference	Manhole Cover Level	Manhole Invert Level
7004	68.08	66.2
7001	n/a	n/a
8001	67.3	64.81
6003	n/a	n/a
6004	70.21	67.47
6005	69.81	66.76
7002	69.2	66.16
7101	68.61	65.91
8101	68.5	65.35
511E	n/a	n/a
6102	70.3	68.24
511D	n/a	n/a
6101	70.23	67.55
7102	69.6	66.86
8102	68.9	66.46
721A	n/a	n/a
721C	n/a	n/a
721D	n/a	n/a
721E	n/a	n/a
621A	n/a	n/a
721B	n/a	n/a
6002	n/a	n/a
6001	n/a	n/a
7003	68.08	66.5
511B	n/a	n/a
521C	n/a	n/a
521D	n/a	n/a
521E	n/a	n/a
511A	n/a	n/a
511C	n/a	n/a
5101	70.84	69.59
521A	n/a	n/a
5001	70.81	68.5
521B	n/a	n/a

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The width of the displayed area is 500m and the centre of the map is located at OS coordinates 447250,214750

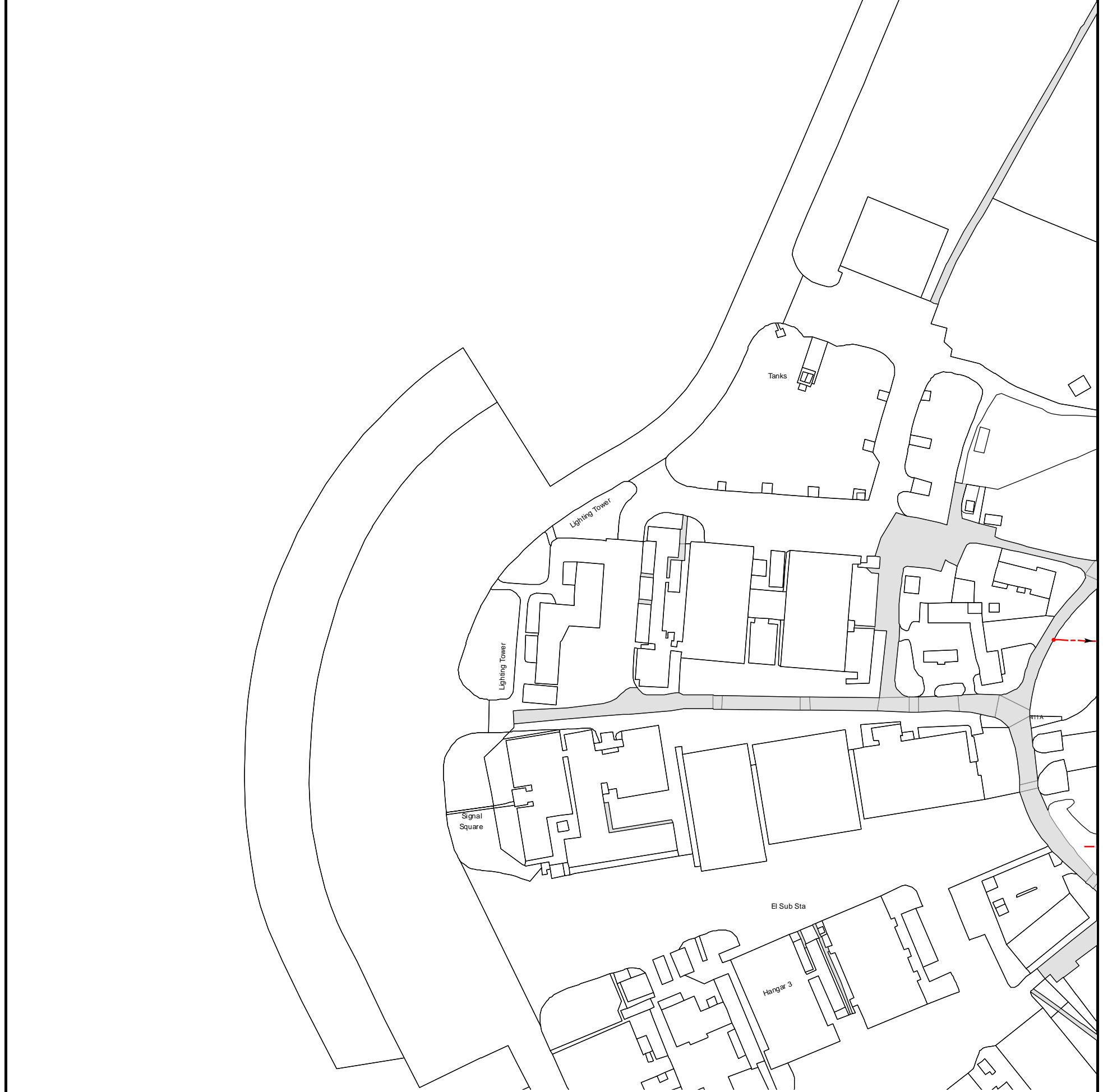
The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.

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<b>Manhole Reference</b>	<b>Manhole Cover Level</b>	<b>Manhole Invert Level</b>
3801	n/a	n/a
4802	n/a	n/a
4801	n/a	n/a
3502	n/a	n/a
3501	n/a	n/a
3503	n/a	n/a

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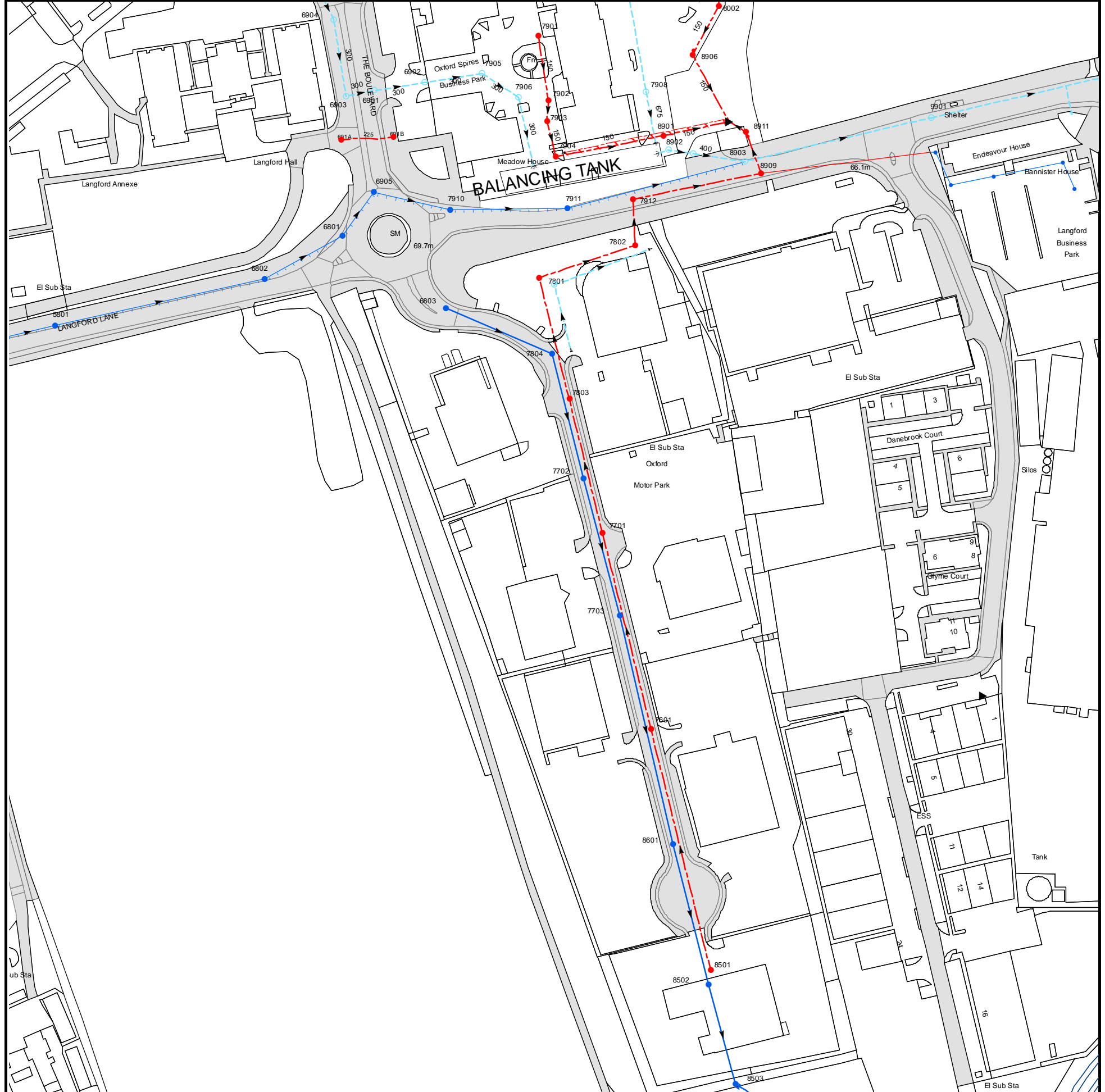
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NB. Levels quoted in metres Ordnance Newlyn Datum. The value -9999.00 indicates that no survey information is available

<b>Manhole Reference</b>	<b>Manhole Cover Level</b>	<b>Manhole Invert Level</b>
411A	n/a	n/a

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Manhole Reference	Manhole Cover Level	Manhole Invert Level
8911	n/a	n/a
8909	n/a	n/a
9901	n/a	n/a
991A	n/a	n/a
991G	n/a	n/a
991F	n/a	n/a
991E	n/a	n/a
991C	n/a	n/a
991D	n/a	n/a
7911	n/a	n/a
7803	n/a	n/a
7702	n/a	n/a
7701	n/a	n/a
7912	n/a	n/a
7802	n/a	n/a
7908	n/a	n/a
8901	n/a	n/a
8902	n/a	65.35
8906	67	63.92
891B	n/a	n/a
8002	66.6	64.27
8903	n/a	n/a
5801	n/a	n/a
6802	n/a	n/a
6904	n/a	n/a
691A	n/a	n/a
6801	n/a	n/a
6903	n/a	n/a
6905	n/a	n/a
6901	n/a	n/a
691B	n/a	n/a
6902	n/a	n/a
6803	n/a	n/a
7910	n/a	n/a
7905	n/a	n/a
7906	n/a	n/a
7901	n/a	n/a
7801	n/a	n/a
7903	n/a	n/a
7902	n/a	n/a
7804	n/a	n/a
781G	n/a	n/a
7904	n/a	n/a
8503	n/a	n/a
8502	n/a	n/a
8501	n/a	n/a
8601	n/a	n/a
7601	n/a	n/a
7703	n/a	n/a

The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.








# ALS Sewer Map Key

## Public Sewer Types (Operated & Maintained by Thames Water)

-  **Foul:** A sewer designed to convey waste water from domestic and industrial sources to a treatment works.
-  **Surface Water:** A sewer designed to convey surface water (e.g. rain water from roofs, yards and car parks) to rivers or watercourses.
-  **Combined:** A sewer designed to convey both waste water and surface water from domestic and industrial sources to a treatment works.
-  Trunk Surface Water
-  Trunk Foul
-  Storm Relief
-  Trunk Combined
-  Vent Pipe
-  Bio-solids (Sludge)
-  Proposed Thames Surface Water Sewer
-  Proposed Thames Water Foul Sewer
-  Gallery
-  Foul Rising Main
-  Surface Water Rising Main
-  Combined Rising Main
-  Sludge Rising Main
-  Proposed Thames Water Rising Main
-  Vacuum





## Sewer Fittings

A feature in a sewer that does not affect the flow in the pipe. Example: a vent is a fitting as the function of a vent is to release excess gas.

-  Air Valve
-  Dam Chase
-  Fitting
-  Meter
-  Vent Column




## Operational Controls

A feature in a sewer that changes or diverts the flow in the sewer. Example: A hydrobrake limits the flow passing downstream.

-  Control Valve
-  Drop Pipe
-  Ancillary
-  Weir






## End Items

End symbols appear at the start or end of a sewer pipe. Examples: an Undefined End at the start of a sewer indicates that Thames Water has no knowledge of the position of the sewer upstream of that symbol, Outfall on a surface water sewer indicates that the pipe discharges into a stream or river.

-  Outfall
-  Undefined End
-  Inlet






## Other Symbols

Symbols used on maps which do not fall under other general categories








-  /  Public/Private Pumping Station
-  Change of characteristic indicator (C.O.C.I.)
-  Invert Level
-  Summit

### Areas

Lines denoting areas of underground surveys, etc.

-  Agreement
-  Operational Site
-  Chamber
-  Tunnel
-  Conduit Bridge

## Other Sewer Types (Not Operated or Maintained by Thames Water)

-  Foul Sewer
-  Surface Water Sewer
-  Combined Sewer
-  Gully
-  Culverted Watercourse
-  Proposed
-  Abandoned Sewer

### Notes:

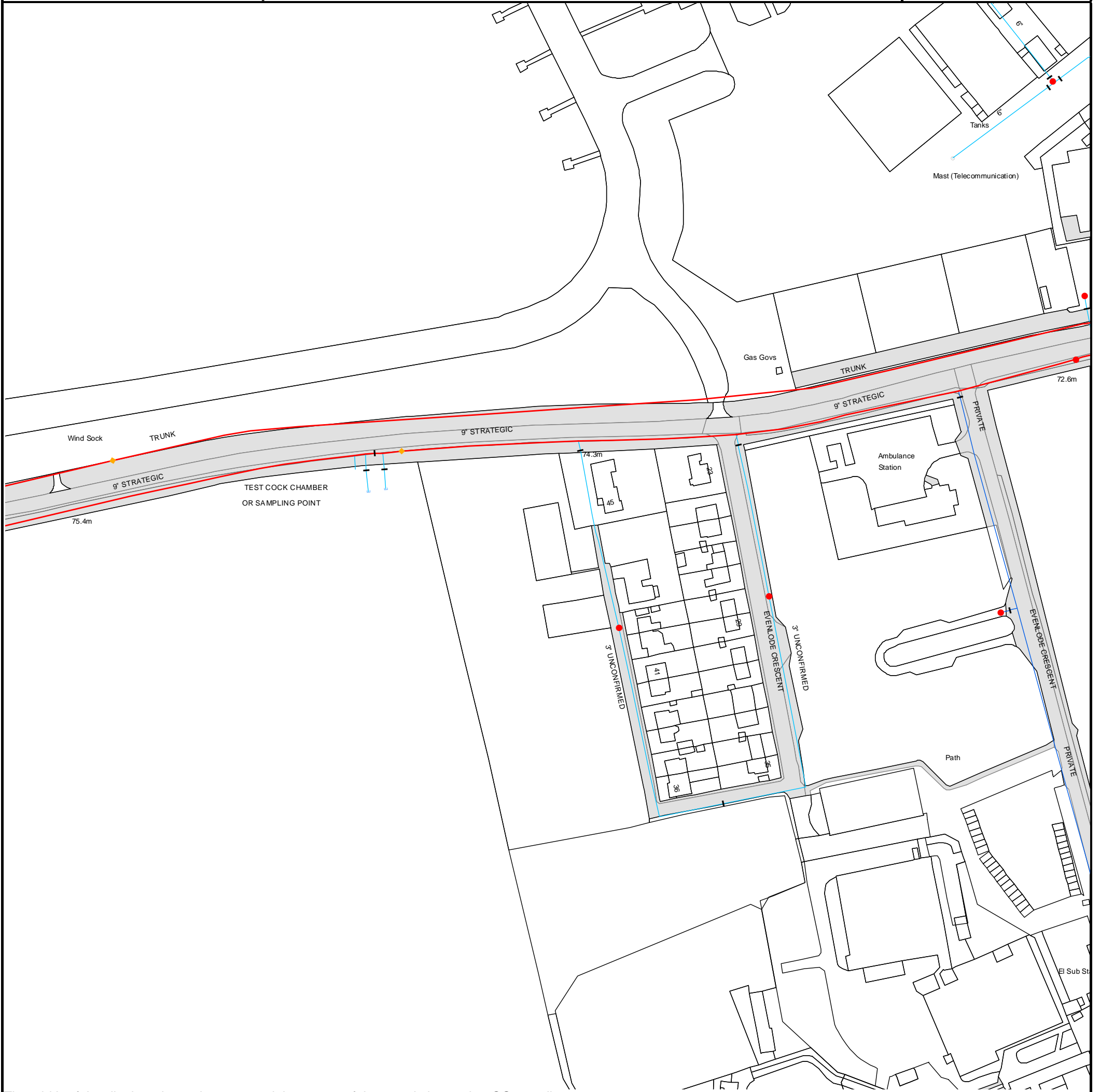
- 1) All levels associated with the plans are to Ordnance Datum Newlyn.
- 2) All measurements on the plans are metric.
- 3) Arrows (on gravity fed sewers) or flecks (on rising mains) indicate direction of flow.
- 4) Most private pipes are not shown on our plans, as in the past, this information has not been recorded.
- 5) 'na' or '0' on a manhole level indicates that data is unavailable.
- 6) The text appearing alongside a sewer line indicates the internal diameter of the pipe in millimetres. Text next to a manhole indicates the manhole reference number and should not be taken as a measurement. If you are unsure about any text or symbology present on the plan, please contact a member of Property Insight on 0845 070 9148.



The width of the displayed area is 500m and the centre of the map is located at OS coordinates 447750,215250

The position of the apparatus shown on this plan is given without obligation and warranty, and the accuracy cannot be guaranteed. Service pipes are not shown but their presence should be anticipated. No liability of any kind whatsoever is accepted by Thames Water for any error or omission. The actual position of mains and services must be verified and established on site before any works are undertaken.

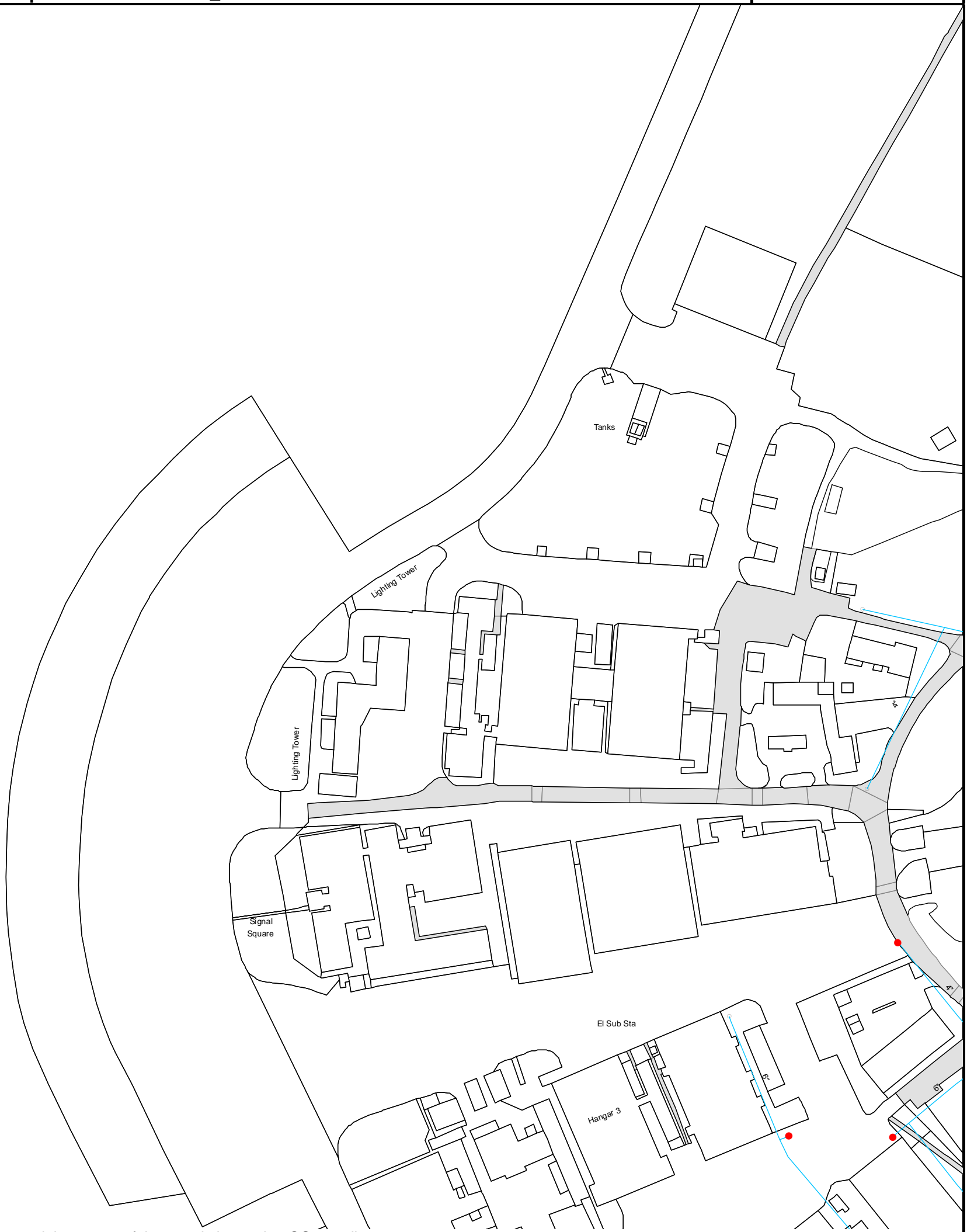
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# ALS Water Map Key

## Water Pipes (Operated & Maintained by Thames Water)


- 
**Distribution Main:** The most common pipe shown on water maps. With few exceptions, domestic connections are only made to distribution mains.
- 
**Trunk Main:** A main carrying water from a source of supply to a treatment plant or reservoir, or from one treatment plant or reservoir to another. Also a main transferring water in bulk to smaller water mains used for supplying individual customers.
- 
**Supply Main:** A supply main indicates that the water main is used as a supply for a single property or group of properties.
- 
**Fire Main:** Where a pipe is used as a fire supply, the word FIRE will be displayed along the pipe.
- 
**Metered Pipe:** A metered main indicates that the pipe in question supplies water for a single property or group of properties and that quantity of water passing through the pipe is metered even though there may be no meter symbol shown.
- 
**Transmission Tunnel:** A very large diameter water pipe. Most tunnels are buried very deep underground. These pipes are not expected to affect the structural integrity of buildings shown on the map provided.
- 
**Proposed Main:** A main that is still in the planning stages or in the process of being laid. More details of the proposed main and its reference number are generally included near the main.

PIPE DIAMETER	DEPTH BELOW GROUND
Up to 300mm (12")	900mm (3')
300mm - 600mm (12" - 24")	1100mm (3' 8")
600mm and bigger (24" plus)	1200mm (4')

## Valves

-  General Purpose Valve
-  Air Valve
-  Pressure Control Valve
-  Customer Valve

## Hydrants








-  Single Hydrant

## Meters










-  Meter

## End Items

Symbol indicating what happens at the end of a water main.

-  Blank Flange
-  Capped End
-  Emptying Pit
-  Undefined End
-  Manifold
-  Customer Supply
-  Fire Supply



## Operational Sites

-  Booster Station
-  Other
-  Other (Proposed)
-  Pumping Station
-  Service Reservoir
-  Shaft Inspection
-  Treatment Works
-  Unknown
-  Water Tower

## Other Symbols

-  Data Logger

## Other Water Pipes (Not Operated or Maintained by Thames Water)

-  **Other Water Company Main:** Occasionally other water company water pipes may overlap the border of our clean water coverage area. These mains are denoted in purple and in most cases have the owner of the pipe displayed along them.
-  **Private Main:** Indicates that the water main in question is not owned by Thames Water. These mains normally have text associated with them indicating the diameter and owner of the pipe.

## Terms and Conditions

All sales are made in accordance with Thames Water Utilities Limited (TWUL) standard terms and conditions unless previously agreed in writing.

1. All goods remain in the property of Thames Water Utilities Ltd until full payment is received.
2. Provision of service will be in accordance with all legal requirements and published TWUL policies.
3. All invoices are strictly due for payment 14 days from due date of the invoice. Any other terms must be accepted/agreed in writing prior to provision of goods or service, or will be held to be invalid.
4. Thames Water does not accept post-dated cheques-any cheques received will be processed for payment on date of receipt.
5. In case of dispute TWUL's terms and conditions shall apply.
6. Penalty interest may be invoked by TWUL in the event of unjustifiable payment delay. Interest charges will be in line with UK Statute Law 'The Late Payment of Commercial Debts (Interest) Act 1998'.
7. Interest will be charged in line with current Court Interest Charges, if legal action is taken.
8. A charge may be made at the discretion of the company for increased administration costs.

A copy of Thames Water's standard terms and conditions are available from the Commercial Billing Team (cashoperations@thameswater.co.uk).

We publish several Codes of Practice including a guaranteed standards scheme. You can obtain copies of these leaflets by calling us on 0800 316 9800

If you are unhappy with our service you can speak to your original goods or customer service provider. If you are not satisfied with the response, your complaint will be reviewed by the Customer Services Director. You can write to her at: Thames Water Utilities Ltd. PO Box 492, Swindon, SN38 8TU.

If the Goods or Services covered by this invoice falls under the regulation of the 1991 Water Industry Act, and you remain dissatisfied you can refer your complaint to Consumer Council for Water on 0121 345 1000 or write to them at Consumer Council for Water, 1st Floor, Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

### Ways to pay your bill

Credit Card	BACS Payment	Telephone Banking	Cheque
<p>Call <b>0845 070 9148</b> quoting your invoice number starting CBA or ADS / OSS</p>	<p>Account number <b>90478703</b> Sort code <b>60-00-01</b> A remittance advice must be sent to: <b>Thames Water Utilities Ltd., PO Box 3189, Slough SL1 4WW.</b> or email <a href="mailto:ps.billing@thameswater.co.uk">ps.billing@thameswater.co.uk</a></p>	<p>By calling your bank and quoting: Account number <b>90478703</b> Sort code <b>60-00-01</b> and your invoice number</p>	<p>Made payable to '<b>Thames Water Utilities Ltd</b>' Write your Thames Water account number on the back. Send to: <b>Thames Water Utilities Ltd., PO Box 3189, Slough SL1 4WW</b> or by DX to <b>151280 Slough 13</b></p>

Thames Water Utilities Ltd Registered in England & Wales No. 2366661 Registered Office Clearwater Court, Vastern Rd, Reading, Berks, RG1 8DB.



## Search Code

### **IMPORTANT CONSUMER PROTECTION INFORMATION**

This search has been produced by Thames Water Property Searches, Clearwater Court, Vastern Road, Reading RG1 8DB, which 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 practise 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 compensation of up to £5,000 to you if he finds that you have suffered actual loss 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  
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**