

Contacts

If you require support or information when crossing or working near to UU assets you can email us via the UU website page, <https://www.unitedutilities.com/email-us-form> or on telephone number **0345 6723 723** (24 hours a day)

Arrangements for accessing information & description of process

United Utilities' Maps for Safe Dig is a website that gives companies access to maps of our clean water pipes and sewers. If you are a company who needs to dig in the public highway for any reason and you wish to view our records so that you are aware of the location of our pipes and sewers, then this is the place for you. Instructions for access to Safe Dig can be found by clicking <https://safedig.unitedutilities.com/uusafedig/default>

If you are a member of the public or a developer who would like to purchase a drainage or water plan or to view the records for any reason, then please contact Property Searches by clicking here <http://www.unitedutilities.com/property-searches-how-to-order>

General conditions and precautions to be taken when carrying out work near to United Utilities Assets.

These general conditions and precautions apply to the public sewerage, water distribution and telemetry systems. The conditions include sewers which are the subject of an Agreement under Section 104 of the Water Industry Act 1991 and mains installed in accordance with the Agreement for the self-construction of water mains. Please be aware that due to The Private Sewers Transfer Regulations June 2011, the number of public sewers has increased, but many of these are not shown on the public sewer record. However, some idea of their positions may be obtained from the position of inspection covers and their existence must be anticipated.

The position of private drains, private sewers and water service pipes to properties are not normally shown but their presence must be anticipated. This plan is furnished as a general guide only and no warranty as to its accuracy is given or implied. The plan must not be relied upon in the event of excavations or other works in the vicinity of UU apparatus. No person or Company shall be relieved from liability for damage caused by reason of the actual position and/or depths of UU apparatus being different from those shown on the plan.



In order to achieve safe working conditions adjacent to any apparatus the following should be observed:

1. All UU apparatus should be located by hand digging prior to the use of mechanical excavators.
2. All information set out in any plans received from us, or given by our staff at the site of the works, about the position and depth of the mains, is approximate. Every possible precaution should be taken to avoid damage to our apparatus. You or your contractor must ensure the safety of our equipment and will be responsible for the cost of repairing any damage caused.
3. Water mains are normally laid at a depth of 900mm. No records are kept of customer service pipes which are normally laid at a depth of 750mm; but some idea of their positions may be obtained from the position of stop tap covers and their existence must be anticipated.
4. Prior to construction work, where heavy plant will cross the line of UU apparatus, specific crossing points must be agreed with the Company and suitably reinforced where required. These crossing points should be clearly marked and crossing of the line of UU apparatus at other locations must be prevented. (SLA agreement for pre-notice & who will answer these off possibly networks/asset managers) written consent is required.
5. Where it is proposed to carry out piling or boring within 20 metres of any UU apparatus, UU should be consulted to enable any affected UU apparatus to be surveyed prior to the works commencing.
6. Where excavation of trenches adjacent to any UU apparatus affects its support, the UU apparatus must be supported to the satisfaction of UU. Water mains and some sewers are pressurised and can fail if excavation removes support to thrust blocks to bends and other fittings.
7. Where a trench is excavated crossing or parallel to the line of any UU apparatus, the backfill should be adequately compacted to prevent any settlement which could subsequently cause damage to the UU apparatus. In special cases, it may be necessary to provide permanent support to UU apparatus which has been exposed over a length of the excavation before backfilling and reinstatement is carried out. There should be no concrete backfill in contact with the UU apparatus.
8. No apparatus should be laid along the line of UU apparatus irrespective of clearance. Above ground apparatus must not be located within a minimum of 3 metres either side of the centre line of UU apparatus for smaller sized pipes and 6 metres either side for larger sized pipes without prior approval. No manhole or chamber shall be built over or around any UU apparatus. See our Builders & Developer Guide for information on Building near to or Over UU apparatus.
9. A minimum radial clearance of 300 millimetres should be allowed between any plant being installed and existing UU apparatus. - We reserve the right to increase this distance where strategic assets are affected.
10. Where any UU apparatus coated with a special wrapping is damaged, even to a minor extent, UU must be notified and the trench left open until the damage has been inspected and the necessary repairs have been carried out. In the case of any material damage to any UU apparatus causing leakage, weakening of the mechanical strength of the pipe or corrosion-protection damage, the necessary remedial work will be recharged.
11. It may be necessary to adjust the finished level of any surface boxes which may fall within your proposed construction. Please ensure that these are not damaged, buried or otherwise rendered inaccessible as a result of the works and that all stop taps, valves, hydrants, etc. remain accessible and operable.
12. Minor reduction in existing levels may result in conflict with apparatus such as valve spindles or tops of hydrants housed under the surface boxes. Checks should be made during site investigations to ascertain the level of such apparatus in order to determine any necessary alterations in advance of the works.
13. With regard to any proposed resurfacing works, you are required to contact UU on the number given above to arrange a site inspection to establish the condition of any UU apparatus in the nature of surface boxes or manhole covers and frames affected by the works. UU will then advise on any measures to be taken, in the event of this a proportionate charge will be made.
14. You are advised that UU will not agree to either the erection of posts, directly over or within 1.0 metre of valves and hydrants,
15. No explosives are to be used in the vicinity of any UU apparatus without prior consultation with UU.

Tree planting restrictions over water mains

Set out below are recommendations for tree planting in close proximity to water mains.

1. Both poplar and willow trees have extensive root systems and should not be planted within 10 metres of the water main.
2. The following trees and those of similar size, be they deciduous or evergreen, should not be planted within six metres of the pipeline e.g. ash, beech, birch, most conifers, elm, horse chestnut, lime, oak, sycamore, etc. Apple and pear trees also come into this category.
3. Bearing in mind that employees must have a clear path to conduct surveys, we recommend that no shrubs or bushes should be planted within one metre of the centre line of the pipeline.
4. There are bound to be cases where both the company and landowners wish to plant shrubs/bushes in close proximity to the water main for screening purposes. We would suggest that the following which are shallow rooting are suitable for this purpose: blackthorn, broom, cotoneaster, elder, hazel, laurel, privet, quickthorn, snowberry and most ornamental flowering shrubs.
5. In areas where soft fruit is grown, we see no reason why blackcurrant, raspberries, gooseberries, should not be planted on the easement, providing that a path is left clear for the surveys.

Fees and charges

Our schedule of charges for business and non-household customers (unless stated otherwise) is set out in our charges scheme for 2015/16.

[UUW Limited_-_Non-household_charges_scheme_2015-2016.pdf](#)

Dispute resolution

We're working really hard to improve our standards of customer service, but we're not perfect. If you feel we've fallen short please give us a call so we can put things right as quickly as possible.

Occasionally we get things wrong, please tell us so we can put them right. Simply phone us on the numbers below and we'll try to resolve the matter right away.

Please call **0345 072 6072** for complaints about your bill or your water and wastewater services.

If you have hearing or speech difficulties and use a textphone, please dial 18001 before the number.

How we will deal with your complaint when you phone us

We will listen to your issue and aim to resolve it there and then. If we can't, we will take it away for further investigation and respond to you within 10 working days.

Contact us in writing

Contacting us by telephone is normally the quickest way to resolve any problems. However, if you would prefer to write to us please use one of the following options:

Email us via our website: unitedutilities.com/contact-us

Write to us: **United Utilities, PO Box 453, Warrington WA55 1SE**



How we will deal with your complaint when you write to us

If you choose to write to us please include your name, address, account number, contact telephone number and email address (if you have one).

Stage 1 written contact: when we receive your written complaint we will reply within 10 working days of receiving it. We will give you the name of the person owning your complaint together with a telephone number should you wish to contact them to discuss any aspect of our reply.

Stage 2 written contact: if you remain unhappy with our response we will escalate your complaint to an agent who has not been involved in your initial complaint who will carry out an independent review.

If you remain unhappy with our response following our two stage process, you then have the option to refer your complaint to the following organisations:

Consumer Council for Water: if we have reviewed your complaint and you are still not happy with our response you can refer your complaint to the Consumer Council for Water (CCWater). This is an independent body which represents customers' interests and investigates complaints.

WATRS - the water redress scheme: if you remain unhappy with the outcome of your complaint after it has been through both stages of our complaints procedure and has been considered by CCWater, you may be eligible to take your concerns to WATRS, the water redress scheme who can provide an independent binding decision.

We have signed up to the list of commitments shown here:

- Commitment to provide WATRS free of charge to customers
- Commitment to support the principles set out in the ADR Specification
- Commitment to respect the independence of WATRS
- Commitment to be bound by decision of the WATRS' adjudicator if accepted by customer and to implement decision as required by Scheme Rules
- Commitment to co-operate with and have due regard to the recommendations of the ADR Panel
- Commitment to provide accurate and reliable information to and co-operate with the WATRS' adjudicators