

APPENDIX 9.2 - THAMES WATER ASSET DATA

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

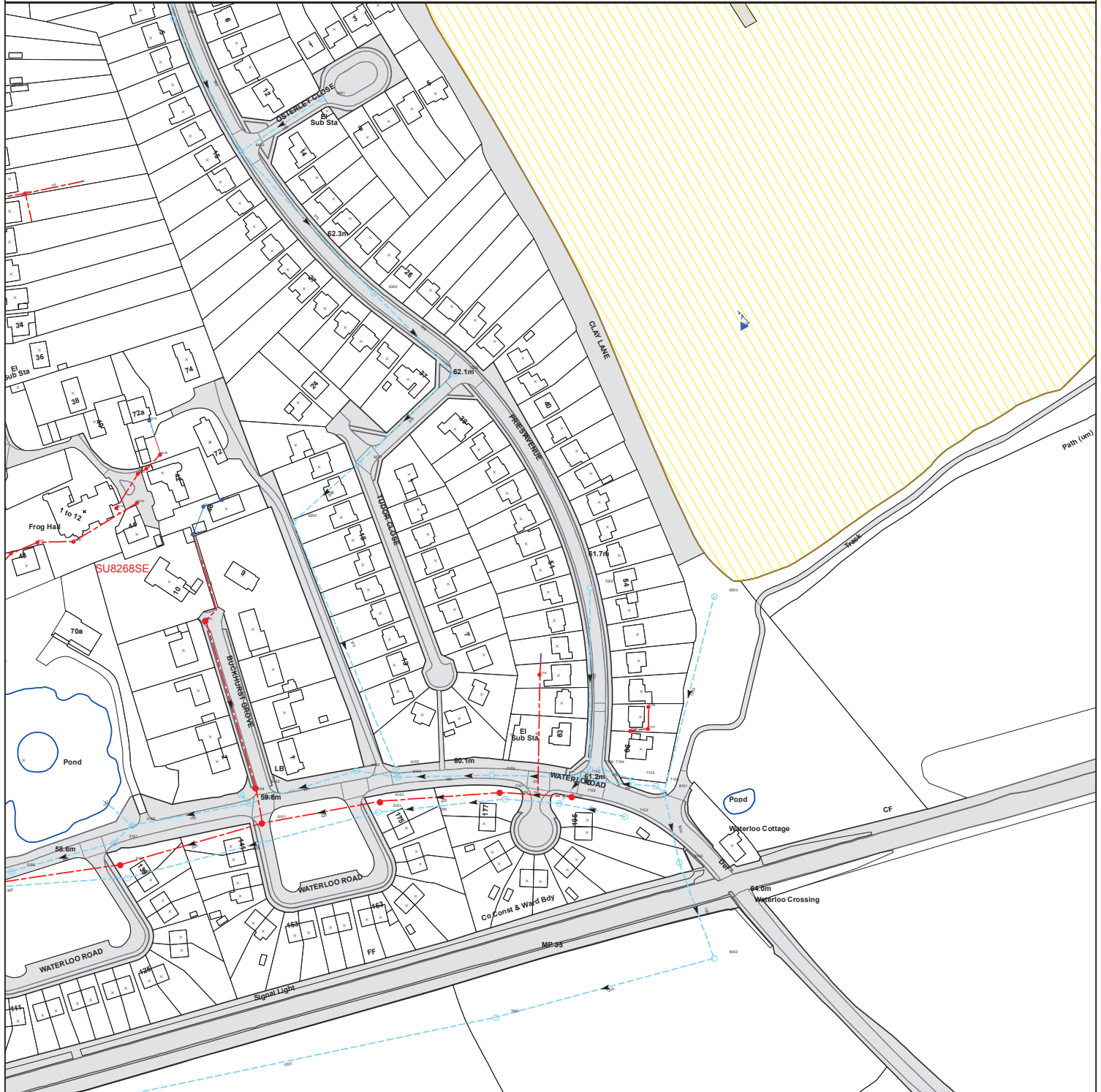
Tel: 0800 009 3921
Email: developer.services@thameswater.co.uk

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



0 10 20 40 60 80
Meters

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 before any works are undertaken. Crown copyright Reserved

Scale: 1:1790
Width: 500m
Printed By: SAsirvat
Print Date: 09/10/2018
Map Centre: 482750,168250
Grid Reference: SU8268SE

Comments:

ALS/ALS Standard/2018_3887954

NB: Level quoted in metres Ordnance Newlyn Datum. The value -9999.00 indicates no Survey information is available.

REFERENCE	COVER LEVEL	INVERT LEVEL
711A		
5450	62.13	60.58
7050	61.15	57.55
6250		
6151	60.28	58.3
6154	59.72	58.72
6251	61.6	59.95
7153	61.64	60.35
8150	62.17	59.12
5152	59.72	57.23
7155	60.99	57.97
6102	59.7	58.4
8050	61.5	58.62
7156	61.2	59.9
7151	61.17	58.77
5101	59.42	57.57
8151	62.05	59.45
6451	62.83	61.34
6155	60.05	59.14
521C		
521K		
521G		
6152	60	58.35
521B		
7157	61.13	58.93
521D		
521F		
711B		
541A		

REFERENCE	COVER LEVEL	INVERT LEVEL
7158	60.72	58.77
7159	60.43	57.69
7101	60.71	58.71
6350	62.38	60.25
6103	60.31	58.31
6450	62.11	60.43
7152	61.62	60.32
7350	62.13	60.07
5050	59.15	57.29
7102	61.15	58.9
6153	59.67	57.92
6101	59.8	58.03
8250		
7250	61.46	60.39
7154	61.22	60.02
7150	62.17	59.4
5151	58.92	56.4
5150	58.25	55.86
6150	60.02	57.2
521J		
521I		
521H		
521A		
531A		
5201	60.15	58.99
521E		
711D		
711C		



0 45 90 180 270 360
Meters

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 before any works are undertaken. Crown copyright Reserved

Scale: 1:7161
Width: 2000m
Printed By: SAsirvat
Print Date: 09/10/2018
Map Centre: 483465,167688
Grid Reference: SU8367NW

Comments:



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
	Bio-solids (Sludge)
	Vent Pipe
	Proposed Thames Surface Water Sewer
	Proposed Thames Foul Sewer
	Gallery
	Foul Rising Main
	Surface Water Rising Main
	Sludge Rising Main
	Vacuum

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.

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

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.

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
	Combined Sewer
	Culverted Watercourse
	Surface Water Sewer
	Gully
	Proposed
	Abandoned Sewer

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

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- promotes the best practise and quality standards within the industry for the benefit of consumers and property professionals
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- 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

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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

You can get more information about the PCCB from www.propertycodes.org.uk

PLEASE ASK YOUR SEARCH PROVIDER IF YOU WOULD LIKE A COPY OF THE SEARCH CODE