



Pipelaying in Private Land

Introduction

Hartlepool Water operates a Code of Practice for Pipelaying. We are required to do so by Section 182 of the 1991 Water Industry Act ("the Act") when exercising our powers to carry out works on or under land. A copy of the Code is available on request.

The Code does not prejudice other rights or powers available to Hartlepool Water or those of owners or occupiers of land. We will comply with the Code whenever it is reasonable or practicable to do so.

If you find that you have a complaint about how we have exercised our powers to carry out work on your land, then you can refer your complaint to the Water Services Regulation Authority (Ofwat) under Section 181 of the Act for investigation. The address is:

Water Services Regulation Authority
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA

Tel: 0121 644 7500
Fax: 0121 644 7699
Email: enquiries@ofwat.gsi.gov.uk

Notice of Work

We will make every effort to contact all owners and occupiers before we commence work to:

- find out about development proposals
- establish who owns or occupies the land
- tell owners or occupiers about our intentions

All owners and occupiers will be given a copy of our Code of Practice and we will keep them informed of any significant changes in our programme of works.

Before and After

We will, at our expense, prepare and give the owner or occupier a record of the condition of the working area before we begin. We will restore the area to its original condition, unless otherwise agreed to take into account in any

compensation payment. This undertaking applies to the land itself and to hedges, fencing, banks, walls, roads and paths, crops and any building constructed thereon.

On completion we will provide, in writing, information on the exact position of the pipe, and areas required for future access for maintenance and inspection.

Working Season

We will plan our work so as to reduce to a minimum the risk of damaging agricultural land crops and disturbance to farm animals.

Supervision and Responsibility

We will provide proper supervision of all our works and tell you who is responsible. We will also provide you with telephone numbers and addresses for you to contact us if you need to.

Access

Wherever safe and practicable we will provide owners and occupiers with reasonable means of access. Before starting work we will, after consultation, provide necessary temporary fencing with access gates.

Water Supplies and Other Services

Water supplies and other services will not be interrupted or reduced.

Fossils and Other Discoveries

Neither ourselves nor our Contractors are entitled to remove or keep any article found during our works. We shall also seek appropriate expert archeological support in advance of and during expert archeological support in advance of and during excavation where appropriate.

Further Information

For a copy of the Code of Practice for Pipelaying or any enquiry on the subject please contact us on 01429 858016.

The leaflets in this series are:

- Code of Practice for Domestic and Commercial Customers – Introductory Leaflet
- Your water supply for Domestic and Commercial Customers
- Understanding charges for Domestic and Commercial Customers
- How to pay your bill (including a Code of Practice on Debt Recovery)
- Living with a Meter (including a Code of Practice on Leakage)
- How to contact us (what to do if you wish to complain)
- Pipelaying in Private Land
- Water watchdogs

In addition, we have a leaflet which gives details of our current charges.

You can get a copy of any of our leaflets, free of charge, by ringing us on 01429 858050 Monday – Friday 8.30am – 5pm (excluding Bank Holidays). Or you can write to us or call in at our office:

3 Lancaster Road, Hartlepool, TS24 8LW

Or email – enquiries@hartlepoolwater.co.uk

Or visit our website www.hartlepoolwater.co.uk where you can download these leaflets.