



Street works policy.

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1. Background

The Water Act 2014 includes provisions for the opening of the non-household market on 1 April 2017. As a result of this the wholesale businesses within Thames Water has developed a number of policies specifically for the wholesale business to adopt post 1 April 2017, which will guide the way TWUL Wholesale operates in the non-household market.

As a water and sewerage undertaker, we need to use machinery or equipment in the street or public highway to carry out works such:

- installation of new assets either as a result of customer requests or our own asset improvement programmes
- maintenance of existing assets
- inspection of assets
- fulfilling customer requests e.g. to relocate a water meter
- resolving unplanned changes in service, such as leaks and blockages.

The rules that undertakers must adhere to when installing, renewing, maintaining or inspecting underground apparatus in the street are set out in the New Roads and Street Works Act 1991 (NRSWA) and the Traffic Management Act 2004. Many local authorities also operate permit, notice and lane rental schemes which we must also comply with.

This policy sets out the rules which we will adopt to ensure compliance with the legislation when carrying out work in the street.

2. Scope

This policy applies to Thames Water Wholesale staff and partners planning or carrying out works in the street.

3. Definition of terms

Lane rental – means a scheme operated by a local authority to give companies who need occupy a road or a lane a financial incentive to make sure the work is carried out in a less disruptive way.

A daily rate is charged to companies working on specific roads and if it is during times specified in the lane rental scheme such as rush hour.

Notice- means a traffic management notice which must be submitted to the local authority prior to carrying out work in the street.

Permit – means a street works permit issued by the highway authority, which provides the undertaker with permission to carry out work in the street. The permit may include conditions, which the undertaker must comply with.

4. Principles

- We will comply with:
 - The New Roads and Street Works Act 1991;
 - The Traffic Management Act 2004;
 - Local Authority permit and lane rental schemes

5. Policy

- Where we identify that we need to carry out work in the street we will assess whether a permit or a notice is required.
- We will apply for permits and notices as soon as reasonably practical and within the required timescales.
- We will comply with the conditions of any permits or notices and any embargos on work.
- If required to do so by the local authority we will stop work and re-plan the work as soon as reasonably practical.
- We will carry out work outside our normal working hours where the conditions of a permit or a notice requires us to do so.
- We will comply with conditions relating to carrying out work in the street set by the local authority.
- When carrying out work requested by a retailer or a non-household customer, we may charge for carrying out work outside our normal working hours where required to do so by the conditions of a permit or notice.
- We will request an emergency permit or notice if we need to carry out work to resolve an unplanned change to water or sewerage services or an emergency.
- Requests for an emergency permit will be submitted within the required timescales.
- Where a permit is required we may be unable to meet our service levels, including those specified in the Wholesale Contract/Wholesale-Retail Code. Where appropriate we will notify the retailer and/or non-household customer and agree a date when the work will be carried out which complies with the conditions of the permit or notice.

6. Changes to policy

This policy will be reviewed every 12 months.

7. References

New Roads and Street Works Act 1991

Traffic Management Act 2004

Safety at Street Works and Road Works – A Code of Practice

Wholesale Contract/Wholesale-Retail Code

8. Appendices

There are no appendices to this document.