

**From:** [REDACTED]  
**Sent:** 15 December 2023 09:42:50  
**To:** Planning Reps  
**Cc:**  
**Subject:** Plant Enquiry Ref Job No. 31870964  
**Attachments:** 31870964\_SGN.pdf; Customer Letter.pdf; Map key.pdf; Know what's below.pdf; Dig Safely Measures to avoid injury and damage to gas pipes.pdf; Valve safety advice.pdf

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe. Remember your cyber security training and report anything suspicious.

15/12/2023

**PLEASE DO NOT REPLY TO THIS EMAIL. If you have any queries please contact [plantlocation@sgn.co.uk](mailto:plantlocation@sgn.co.uk)**

LinesearchbeforeUdig ref: 31870964

Your ref: da/23/01457/ful

Dear Sir/Madam,

Thank you for contacting us

Please see attached information specific to your enquiry: (Please note if the attachment size was too large to send via email, you can download your information from the link provided below)

1. Plan. Extract from our mains record\*. Please print in colour. For larger searches, do not rely on the 'overview' map for site works, use the details maps behind.
2. Letter. Including relevant safety information.
3. Other safety related information.

\*Plans will not be sent if you receive a Mineral stop letter.

The Plan is an extract from our mains records of the proposed work area enclosed for your guidance. This plan only shows the pipes owned by SGN in our role as a Licensed Gas Transporter (GT). Please note that privately owned gas pipes or ones owned by other GTs may be present in this area and information regarding those pipes needs to be requested from the owners. If we know of any other pipes in the area we will note them on the plans as a shaded area and/or a series of x's.

The accuracy of the information shown on this plan cannot be guaranteed. Service pipes, valves, siphons, stub connections etc. are not shown but you should look out for them in your area. Please read the information and disclaimer on these plans carefully. The information included on the plan is only valid for 28 days.

A colour copy of these plans and the gas safety advice booklet enclosed should be passed to the senior person on site in order to prevent damage to our plant and potential direct or consequential costs to your organisation.

Safe digging practices, in accordance with HSE publication HSG47 "Avoiding Danger from Underground Services" must be used to verify and establish the actual position of mains, pipes, services and other apparatus on site before any mechanical plant is used. It is your responsibility to ensure that this information is provided to all relevant people (direct labour or contractors) working for you on or near gas plant.

Damage to our pipes can be extremely dangerous for your employees and the general public. The cost to repair our pipelines following direct or consequential damage will be charged to your organisation.

Diversions

If you require any diversion costings, please visit the Dig Safely pages on [sgn.co.uk](http://sgn.co.uk) for more information and email contact details.

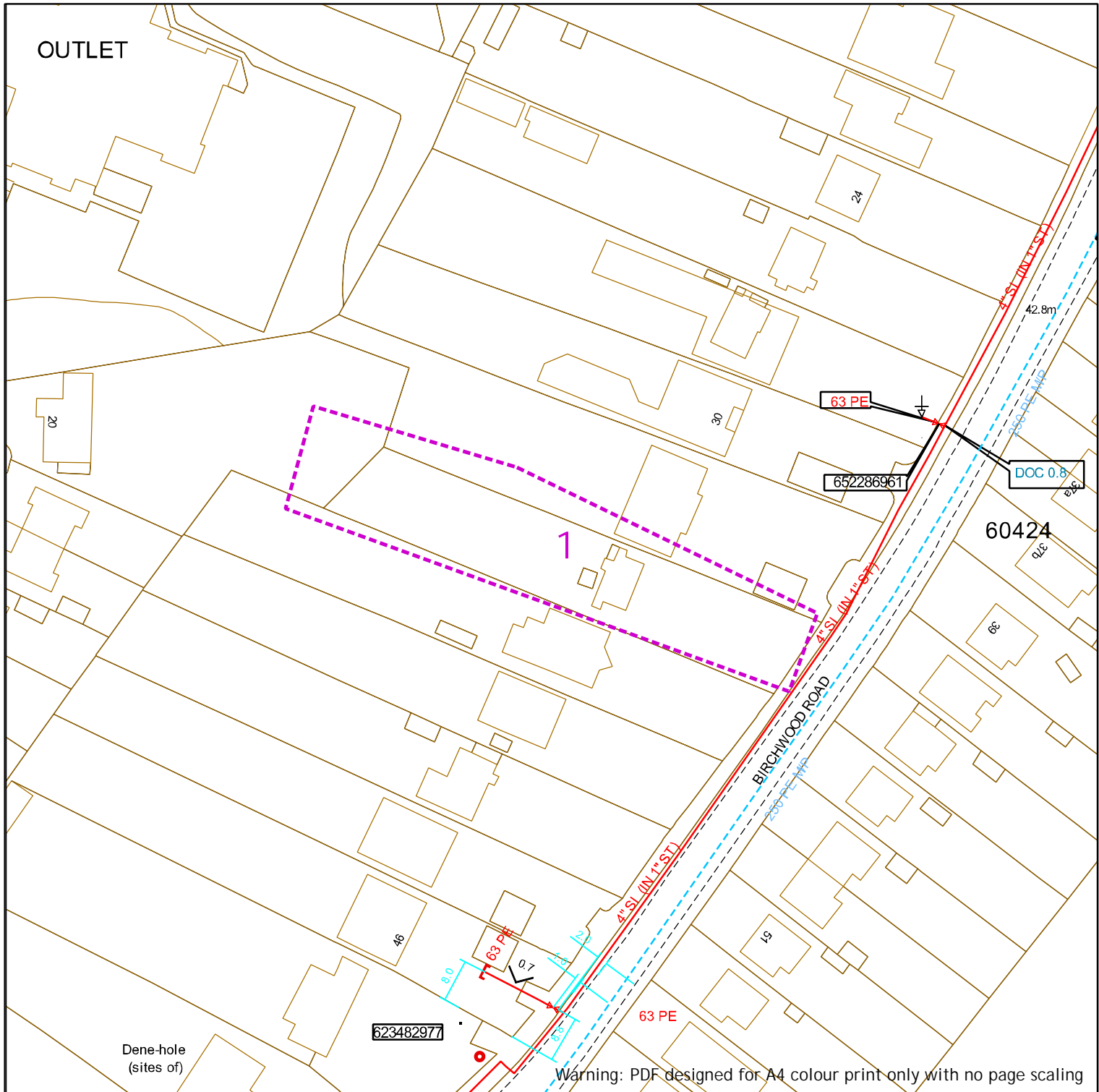
If you require any further information please contact the number below.

Kind Regards,

The Safety Admin Team

[REDACTED] visit our Dig Safely pages on [sgn.co.uk](http://sgn.co.uk)

For IT or system based enquiries, please contact LSBUD directly on 0845 437 7365



Warning: PDF designed for A4 colour print only with no page scaling



**Contact Us**  
 SGN Safety Admin Team:  
 0800 912 1722  
 Email:  
 plantlocation@sgn.co.uk

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Date Requested: 15/12/2023  
 Job Reference: 31870964  
 Site Location: 551542 171916  
 Requested by: Mrs Jan Jennings


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Your Scheme/Reference:  
 da/23/01457/ful


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Scale: 1:1000 (When plotted at A4)

Low Pressure Mains		Digsite:		Area:	
Medium Pressure Mains		Line:		Area:	
Intermediate Pressure Mains		LAs			
High Pressure Mains		GTs		SSSIs	
Some Examples Of Plant Items		Diameter Change		Material Change	
Valve		Depth of Cover			
Syphon					



This information is given as a guide only and its accuracy cannot be guaranteed.



This plan shows the location of those pipes owned by Scotia Gas Networks (SGN) by virtue of being a licensed Gas Transporter (GT). Gas pipes owned by other GTs or third parties may also be present in this area but are not shown on this plan. Information with regard to such pipes should be obtained from the relevant owners. No warranties are given with regard to the accuracy of the information shown on this plan. Service pipes, valves, siphons, sub-connections etc. are not shown but their presence should be anticipated. You should be aware that a small percentage of our pipes/assets may be undergoing review and will temporarily be highlighted in yellow. If your proposed works are close to one of these pipes, you should contact the SGN Safety Admin Team on 0800 912 1722 for advice. No liability of any kind whatsoever is accepted by SGN or its agents, servants or sub-contractors for any error or omission contained herein. Safe digging practices, in accordance with HS (G)47, must be used to verify and establish the actual position of mains, pipes, services and other apparatus on site before any mechanical plant is used. It is your responsibility to ensure that plant location information is provided to all persons (whether direct labour or sub-contractors) working for you on or near gas apparatus. Information included on this plan should not be referred to beyond a period of 28 days from the date of issue.

**Report damage immediately – KEEP EVERYONE AWAY FROM THE AREA**  
**0800 111 999**



Our Ref: 31870964      Your Ref: da/23/01457/ful

Friday, 15 December 2023

[REDACTED]  
Civic Centre Home Gardens  
Dartford  
Kent  
DA1 1DR

[REDACTED]  
Thank you for your enquiry dated Friday, 15 December 2023

Please find an extract from our mains records for your proposed work area, any SGN assets are described in the map legend. On some occasions blank maps may be sent to you, this is due to your proposed work being in a no gas area but within our operational boundaries.

This mains record only shows the pipes owned by SGN in our role as a Licensed Gas Transporter (GT). Please note that privately owned gas pipes or pipes owned by other GTs may be present in this area and information regarding those pipes needs to be requested from the owners. If we know of any other pipes in the area we will note them on the plans as a shaded area and/or a series of x's.

The information shown on this plan is given without obligation or warranty and the accuracy cannot be guaranteed. Service pipes, valves, siphons, stub connections etc. are not shown but their presence should be anticipated. Your attention is drawn to the information and disclaimer on these plans. The information included on the plan is only valid for 28 days.

On the mains record you may see the low/medium/intermediate pressure gas main near your site. There should be no mechanical excavations taking place above or within 0.5m of a low/medium pressure system or above or within 3.0m of an intermediate pressure system. You should, where required confirm the position using hand dug trial holes.

A colour copy of these plans and the gas safety advice booklet enclosed should be passed to the senior person on site in order to prevent damage to our plant and potential direct or consequential costs to your organisation.

Safe digging practices in accordance with HSE publication HSG47 "Avoiding Danger from Underground Services" must be used to verify and establish the actual position of the mains, pipes, services and other apparatus on site before any mechanical plant is used. It is your responsibility to ensure that this information is provided to all relevant people (direct labour or contractors) working for you on or near gas pipes.

It must be stressed that both direct and consequential damage to gas plant can be dangerous for your employees and the general public and repairs to any such damage will incur a charge to you or the organisation carrying out work on your behalf. Your works should be carried out in such a manner that we are able to gain access to our apparatus throughout the duration of your operations.

If you require any further information please do not hesitate to contact us.

Yours sincerely,  
The Safety Admin Team  
For more information, visit our Dig Safely pages on [sgn.co.uk](http://sgn.co.uk)  
Tel: 0800 912 1722

Smell gas?  
Call 0800 111 999

SGN is a brand name of Scotia Gas Networks Limited  
Registered in England & Wales No. 04958135  
Registered Office: St Lawrence House | Station Approach | Horley | Surrey RH6 9HJ

Authorised and regulated by the Financial Conduct Authority



# SGN

Your gas. Our network.

## Dig safely

Measures to avoid injury  
and damage to gas pipes



The following protective and precautionary measures **MUST** be taken when working in the vicinity of gas mains and services.

It is the responsibility of the property owner or company carrying out the work to make sure they've complied with the relevant legislation and Health and Safety Executive (HSE) guidance, eg HS(G)47. In practice, this means that whoever is carrying out the work **MUST** obtain gas mains location information and/or maps showing the indicative position of the gas network before any work takes place.

To avoid injury to yourself, your employees, colleagues and the general public you **MUST** suitably mark the position of the pipes on site.

HS(G)47 outlines best practice that should be followed to ensure you work safely:

1. Plan the work, obtain maps.
2. Detecting, identifying and marking underground services.
3. Safe excavation and safe digging practices.

In addition to the requirements under the Health and Safety At Work etc. Act 1974 to prevent injuries to employees and others (not employed), it is an offence under regulation 15 of the Pipelines Safety Regulations 1996 to cause damage to a pipeline (which includes gas mains and services as well as higher pressure pipelines) so as to give rise to a danger to persons.

You **MUST** make sure that current full colour copies of our maps are issued to all relevant personnel on site and they're aware of the presence and location of our gas mains and services prior to any excavation.

## In a gas emergency

If you cause a gas leak or suspect a main or service pipe or equipment is leaking, you **MUST** take the following emergency actions immediately:

- Ask people to move away from the area of the gas escape.
- Call **0800 111 999** immediately.

1. **Don't** attempt to repair the escape or stop the leakage.
2. As gas may enter buildings, ask people in the surrounding premises to **leave** until it's safe for them to return.
3. **Stop** anyone going near the immediate vicinity of the gas escape.
4. **Prohibit** smoking and extinguish all naked flames.
5. **Don't** use mobile phones or other ignition sources.
6. **Assist** our representatives and other emergency services such as the police, ambulance, and fire service as requested.

### Additional reference material

- SGN guidance for Safe Working in the Vicinity of Pipelines & Associated Installations operating >7barg. Applicable for HP only.
- HS(G)47 Avoiding Danger from Underground Services available from [hse.gov.uk](http://hse.gov.uk)
- NJUG Utilities Guidance on Positioning and Colour Coding of Apparatus available from [njug.org.uk](http://njug.org.uk)





# Making an enquiry for gas mains or services maps

Please visit our Dig safely pages on [sgn.co.uk](http://sgn.co.uk) for plant protection information and links to our online mapping system and other associated information and guidance.

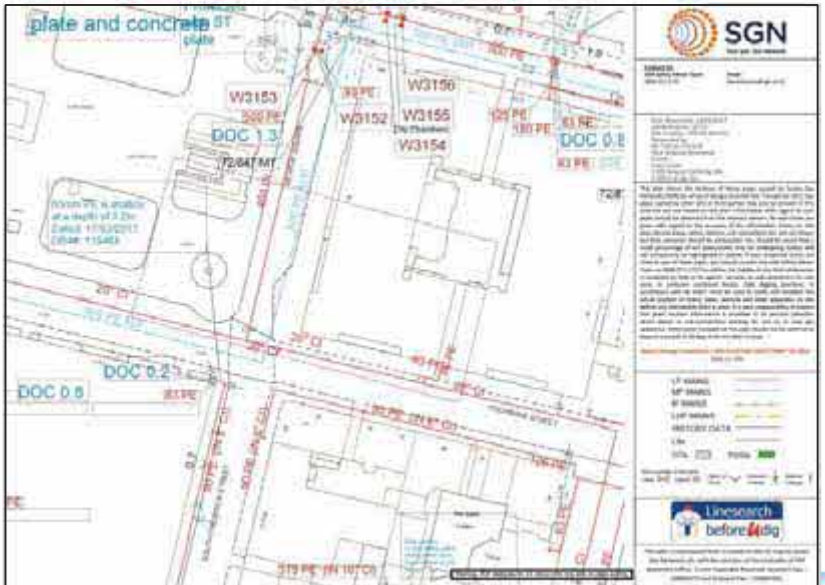
Our simple and easy to use online mapping system is available 24/7, 365 days a year.

You'll need to register/log in and provide a few details about your site location and the work you'll be carrying out. We'll respond immediately by email.

## What you're likely to be sent

You'll be sent an email with a map. This will be an extract from our gas mains record, showing your site and any of our gas pipes as well as relevant safety information.

We always send out safety information, however we may forward your enquiry on to a local plant protection officer or a pipelines engineer to make direct contact with you depending on the work location.



Example of a gas map

Note: Service pipes are not shown on our maps



# When working near our gas mains and services

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## Safe system of work

To satisfy ourselves that work in the vicinity of our gas mains is being carried out safely, we may ask for a copy of your risk assessment and/or method statement paperwork.

Where work falls under the Construction (Design and Management) Regulations 2015 reference to our gas mains and services **MUST** be made within your site Health and Safety file.

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## Financial

Every reasonable precaution **MUST** be taken to avoid personal injury or damage to our gas network at all times.

If we incur any costs to repair direct or consequential damage or divert any gas main or service, you'll be recharged in full.

## HSE

Any damage to our gas mains or services will be subject to legislative reporting responsibilities to the Health and Safety Executive under Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013, Gas Safety Management Regulations 1996, and the Pipelines Safety Regulations 1996.

## Minimum safe working distances

Depending on the activity being undertaken and the gas mains or services you are working within the vicinity of, there are different safe distances that **MUST** be adhered to. SGN plant protection officers or pipeline engineers will inform you of these if required.

## Surface boxes and manholes

Do not bury or move our surface boxes. Free access **MUST** be maintained during and after your work. No manhole cover or other structure can be built over, around or under a gas main, and no work is to be carried out that results in a reduction or increase in cover or protection without prior written agreement.

## Deep excavations

Adequate protection, approved by us, **MUST** be applied for any deep excavations in the vicinity of our gas mains and services that may affect its security and integrity. Ground movement around gas mains **MUST** be prevented. We **MUST** be contacted if a sewer trench or any other water authority is to be constructed at greater than 1.5 metres depth near a buried gas main or service pipe. You **MUST** give us detailed drawings showing the line and width of the proposed sewer or other trench, together with the soil group classification of the area concerned.



## Crossing our mains or services

The placing of heavy construction plant, equipment, materials or the passage of heavy vehicles over our gas mains is prohibited unless specifically agreed protective measures (ie the construction of reinforced crossing points) have been carried out. This is particularly important where reductions in side support or ground cover are planned. You **MUST NOT** carry out any work in servitudes/easements without our prior written consent.

## Exposed plant

Where excavations in the vicinity of our gas mains affect its support, the plant **MUST** be adequately supported and protected in consultation with us and to our satisfaction. It **MUST** be protected from impact, restraints and thrust blocks, and supports **MUST NOT** be removed without our agreement.

## Hot work

One of our representatives should be present when welding or other hot work involving naked flames is being carried out near our gas mains, as there's potential for heat damage to plastic pipeline/coatings.

## Backfilling

Concrete backfill should not be placed closer than 300mm to our mains. No concrete or hard material should be placed under or adjacent to any of our gas mains. Shuttering **MUST** be constructed to maintain the stated clearances and prevent fresh concrete encasing our mains or services. Material used for backfill around our gas mains **MUST** conform to the following:

- If sand, it **MUST** be well-graded in accordance with BS EN 12620:2002.
- It **MUST NOT** contain any sharp particles (stones, bricks, lumps or corrosive materials).
- Foamed concrete **MUST NOT** be used.
- It **MUST** be laid to a minimum depth of 250mm above the crown of the gas main.

Note: Power ramming **MUST NOT** take place until a 300mm hand rammed layer has been completed over the crown of the main.

## Access





Free access to our sites, mains and services, including temporary structures and spoil heaps **MUST** be available at all times.





## Mechanical excavation

Mechanical excavators (including breaker attachments) **MUST NOT** be used within the following distances from the confirmed location of our gas mains and services shown on our gas maps without prior agreement:

Type of mains and services	Gas map identification	Hand excavation required inside	Pipe pressure indication shown on map
Low Pressure (LP)	0 –75mbar	0.5 metres	
Medium Pressure (MP)	75mbar to 2 bar	0.5 metres	
Intermediate Pressure (IP)	2 –7 bar	3.0 metres	
High Pressure (HP)	Above 7 bar	You must seek approval from us prior to any work	

# Major accident hazard pipelines

## High pressure pipeline

No work is to take place near an HP pipeline until it is agreed with us. After agreement and before any work does take place, the location of our pipeline MUST be marked up and its position confirmed by digging trial holes with our personnel in attendance.



Pipeline markers

## High pressure

We will be involved in any work taking place near high pressure pipelines. We will provide you with additional information that you MUST familiarise yourself with before carrying out any work.

The default method of excavating near high pressure gas pipelines MUST always be by hand.



## Wind turbines

The UK Onshore Pipelines Operations Association (UKOPA) has identified the appropriate exclusion zone (distance from the base of the wind turbine mast to the edge of the pipeline) as 1.5 times the turbine height. Contact **MUST** be made with us during the planning stages of a wind turbine or wind farm.



# Tree planting

If trees or shrubs are to be planted in the vicinity of our gas mains and services, the selection of tree or shrub type and how it's planted **MUST** be considered carefully. This is to avoid root damage to buried mains or services, and to ensure our subsequent excavations for main repair and maintenance won't damage the trees or shrubs.

Written approval from us **MUST** be obtained before any tree planting is carried out on a servitude/easement. Any approval we grant to plant trees

The following trees and those of similar size (deciduous or evergreen) **MUST NOT** be planted within 6m of the centre line of the main: ash, beech, birch, most conifers, elm, maple, lime, horse chestnut, oak, and sycamore. Apple and pear trees are also included in this category.

Dwarf apple stocks may be planted up to 3m of the centre line of the main.



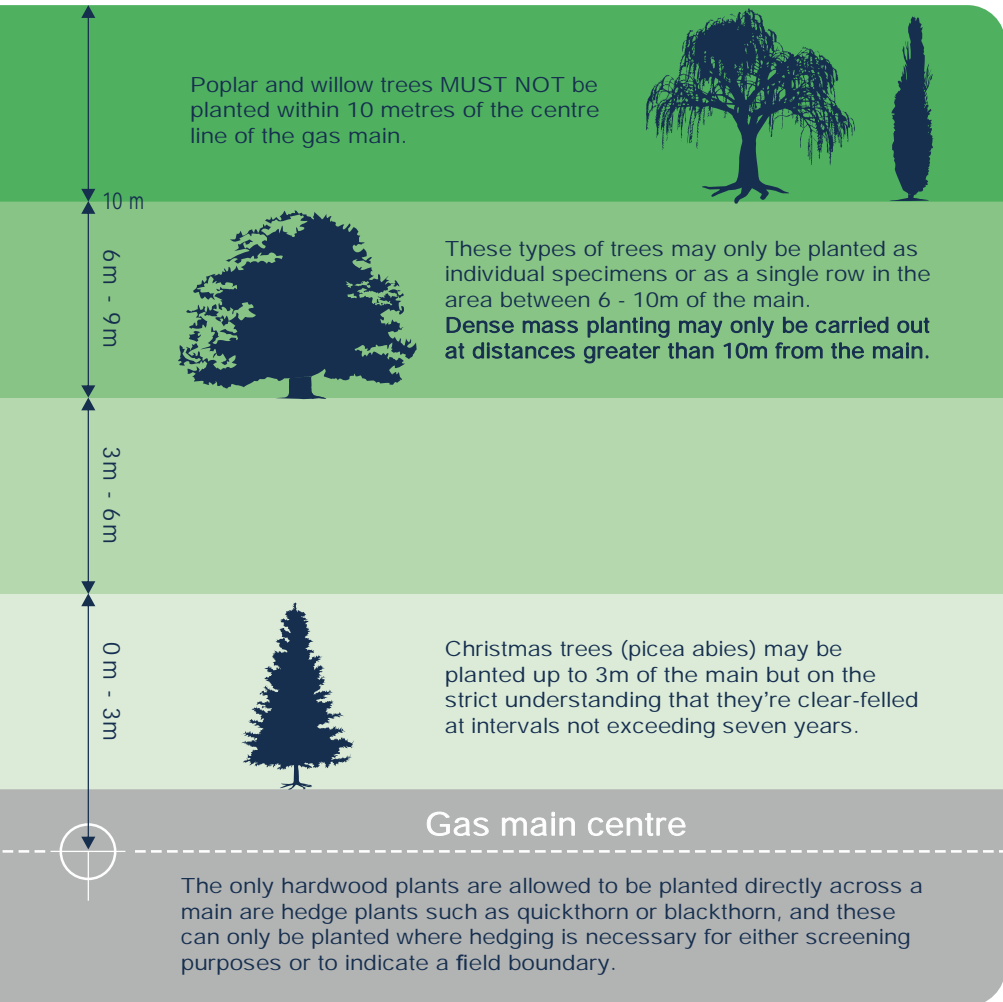
In cases where screening is required, the following are shallow rooting and may be planted close to the gas mains and services: blackthorn, broom, cotoneaster, elder, hazel, laurel, quickthorn, privet, snowberry and most ornamental shrubs.

## Gas main centre

Raspberries, gooseberries and blackcurrants may be planted on the gas main, but a four metre strip, centred on the main, **MUST** be left clear at all times.

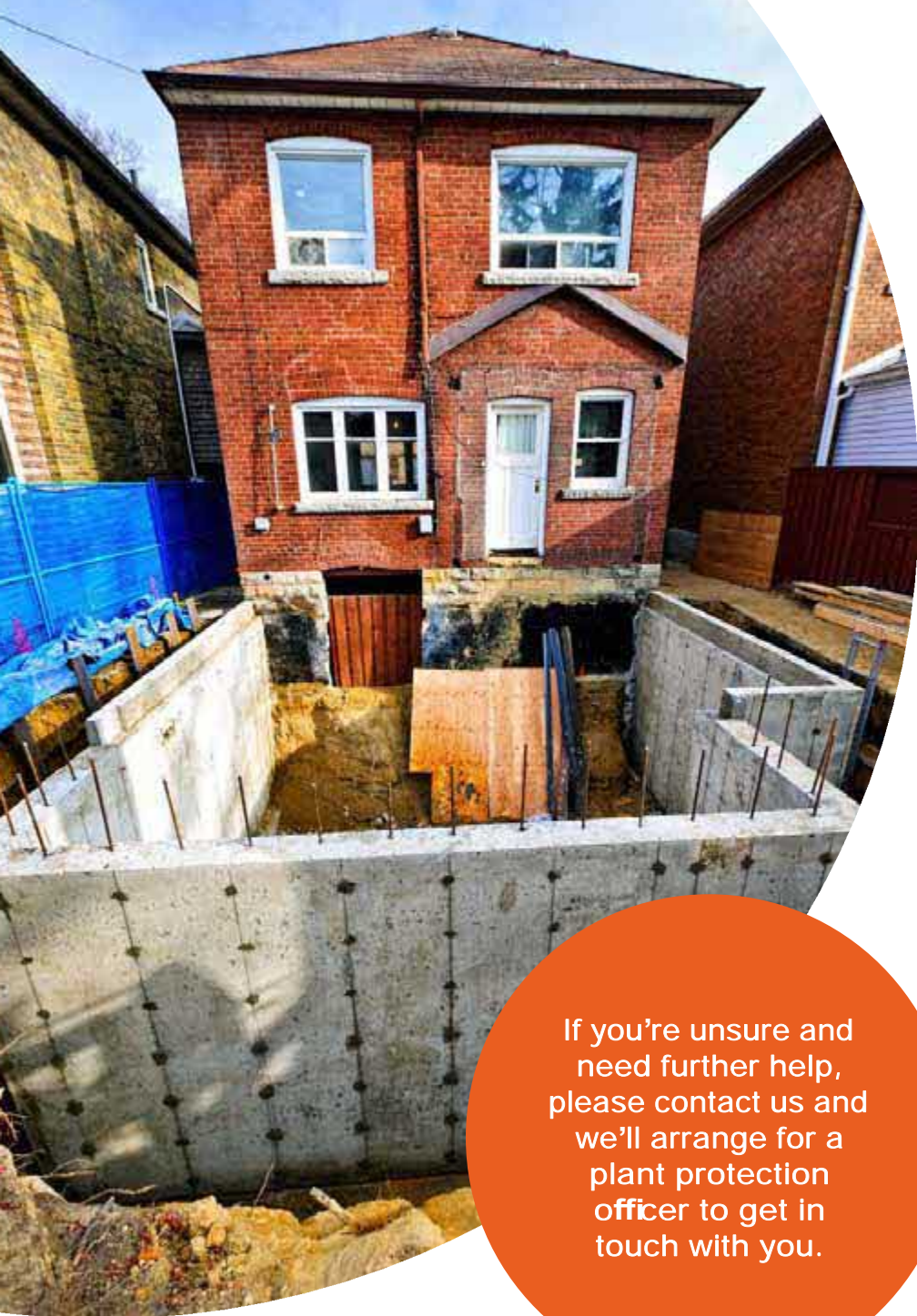
on a servitude/easement will be subject to us retaining the right to remove any tree, which in our opinion may become a danger to our mains in the future.

The written consent to plant trees will state what area may be planted and also the type of tree. The diagram details the specific species and the distances they **MUST** be planted from gas mains or services. You **MUST** contact us for further information.



Note: For further guidance, please refer to NJUG 10.



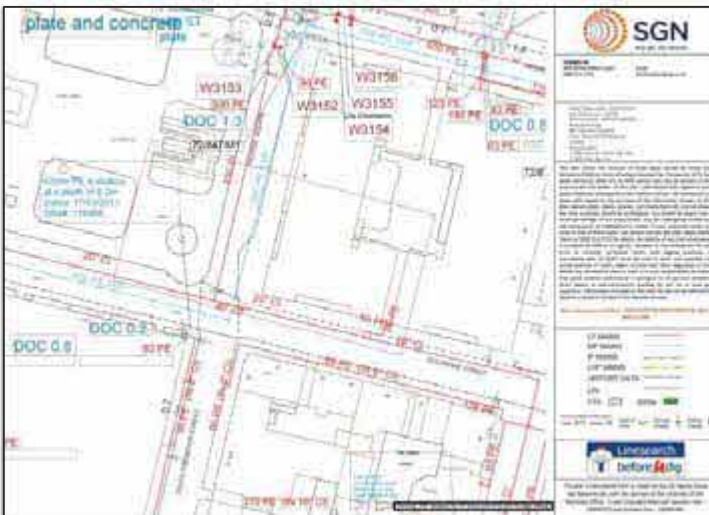


If you're unsure and need further help, please contact us and we'll arrange for a plant protection officer to get in touch with you.

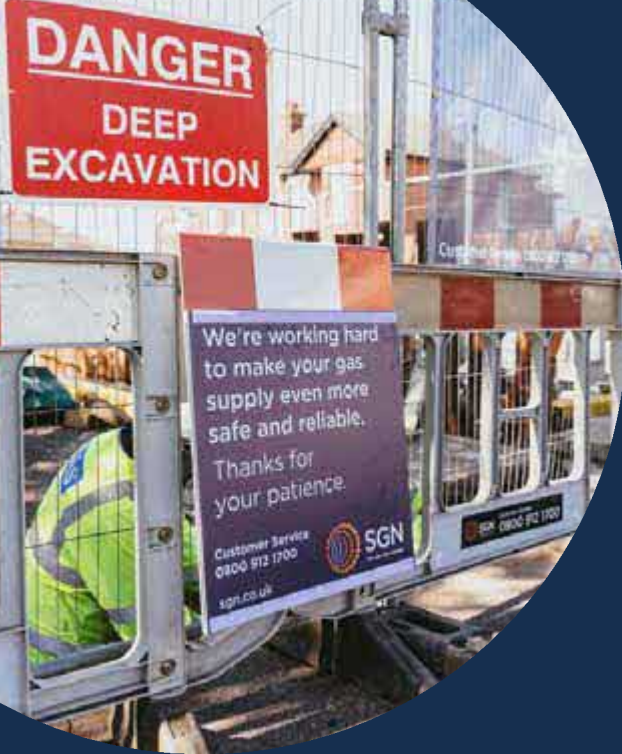
# Gas services/work in gardens

If you're going to be carrying out work around your home, or a third party is carrying out work on your behalf, we may send you a site map of our gas mains and services but your own gas service won't be marked.

The simplest way to understand the location of your gas service is to know where it enters your house.



< Your gas service pipe usually takes the shortest route to the gas main, as shown on the sample network map/drawing.



We provide a free plant location enquiry service and we're always happy to help.



Visit our Dig safely pages on [sgn.co.uk](https://www.sgn.co.uk)



0800 912 1722 \*

\*All calls are recorded and may be monitored



**SGN**

Your gas. Our network.

**Know what's below**

Protecting you and your family

## Protecting you and your family

Are you planning on carrying out any home improvements such as building a conservatory, an extension, a new pond, decking, concreting, landscaping, fencing or planting trees in your garden? You must make sure you have drawings/maps showing any pipes or cables around your home. To obtain copies of our gas drawings/maps please visit our **Dig safely** pages on [sgn.co.uk](http://sgn.co.uk) and follow the link to our online system.

**This service is free of charge.**

Our Dig safely page is also where you'll find advice on any protective measures you may need to take before you start work, whether you're planning on doing it yourself or hiring a professional.

Damaging gas pipes is dangerous and could lead to a fire or an explosion. It could also cause large-scale loss of gas supply to the local community and is potentially very expensive.



## Responsibilities

It's the responsibility of whoever is doing the work to make sure they've complied with the relevant legislation and Health and Safety Executive (HSE) guidance.

In practice, this means anyone carrying out work must obtain a copy of any available colour drawings showing the position of buried utilities for reference before and during the project.

Non-recording of service pipes >  
Individual service pipes are not normally recorded on gas network drawings. This is accepted practice and reinforced by guidance given in Design, construction and installation of service pipes –approved code of practice, published by the HSE, and IGE/TD/4 –Gas Services, published by the Institute of Gas Engineers and Managers.

## What you need to do when planning a conservatory or house extension, landscaping, fencing or any other groundworks

It's the responsibility of whoever is undertaking the work to check with utility companies before the work starts.

If you're planning any building or digging work remember that gas pipes, power cables, water pipes and sewers all run underground and could be right beneath your feet. Construction or excavation work can damage underground services or prevent further maintenance.

Remember that obtaining planning permission or a building warrant from your local authority doesn't normally involve consultation with utility companies so you should get in touch with them when you start planning your project. This will help keep everyone safe.

Please visit our Dig safely pages on [sgn.co.uk](http://sgn.co.uk) for more information and our online mapping system.



< Service entry

## Gas services/work in gardens

If you're going to be carrying out work around your home, or a third party is carrying out work on your behalf and you have requested a map from us, your own gas service may not be marked. The simplest way to understand the location of your gas service is to know where it enters your house, as pictured.

Your gas service pipe usually takes the shortest route to the gas main, as shown on the sample network map/drawing above.

If you're unsure and need further help, please contact us and we'll arrange for a Plant Protection officer to contact you.



Any damage, however minor, must be reported to the National Gas Emergency Service

## Planting a tree or landscaping your garden

Tree roots can damage utilities.

If you're planting trees or shrubs, make sure you consider the type of plant, root type and their location in relation to buried gas pipes to avoid any damage. We may need access to repair and maintain our pipes and equipment in the future, and we reserve the right to remove any tree or bush if we need to.

## What happens if you damage a pipe?

### If you damage a gas pipe:

- ! Call the National Gas Emergency Service on 0800 111 999 immediately
- ! DON'T attempt to make repairs yourself
- ! DON'T handle or attempt to alter the position of the exposed pipe

### Damaging a gas pipe can result in:

- ! Major fire/explosion leading to death or serious injury
- ! Asphyxiation due to gas exposure leading to death or serious injury
- ! Loss of gas supply to individuals or communities
- ! Financial costs to you for repair and remedial work
- ! Enforcement action by the HSE

We will recover all reasonable costs incurred in repairing damaged gas pipes.

# Delivering gas safely, reliably and efficiently

## Your safety is our top priority

We manage the network that distributes natural and green gas to over 5.9 million customers in Scotland and the south of England.

We own and operate 74,000km of gas mains, and associated plant and equipment. We're committed to delivering gas safely, reliably and efficiently to every one of our customers.

Accidental damage to our pipes could put you or members of the public at risk.



All our engineers and contractors carry a photo ID card with our company logo on it. Don't be afraid to check with our Security team on **0800 015 5170** that the person on your property is supposed to be there.



Service entry



Meter box



# Help

If you're planning any work on or around your property and you need more information, you'll find everything you need on our Dig Safely pages.

 [sgn.co.uk](http://sgn.co.uk)

 0800 912 1722

Smell gas? 0800 111 999

## Follow these six steps if you smell gas:



DO open windows and doors to help ventilate the gas



DO turn off the gas supply at the meter and make sure any gas appliances are turned off



DO call the **National Gas Emergency number** on **0800 111 999**. Lines are open 24 hours a day, 365 days a year



DON'T smoke or use any naked flames































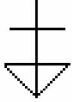









DON'T touch any electrical switches. Turning a switch on or off could ignite a gas leak



DON'T enter a cellar if you smell gas, even if your gas meter is located in the cellar

Map Symbols

						
VALVE OPEN	VALVE CLOSED	GOVERNOR	END CLOSURE	SYPHON	REDUCER	TEE
						
TEST POINT	CATHODIC PROTECTION	GENERAL REFERENCE	FLOW MEASURE	DIP POINT	MONO ETHYLENE GLYCOL	OILING POINT
						
FLOW STOP	PRESSURE MEASUREMENT	STAND PIPE	OFFICIAL MINISTRY RECORD	PURGE POINT	GAS CONDITIONER	DRAIN POINT
						
SKETCH BUBBLE	DEPTH OF COVER	METER	MATERIAL CHANGE	LP MAINS	MP MAINS	IP MAINS
						
PIG TRAP	CROSSOVER CONNECTION	CHANGE OF DIAMETER	PIPE JOINT	LHP MAINS	HISTORY DATA	SSSI
						
				GTs	CONTACT ZONE	LTS



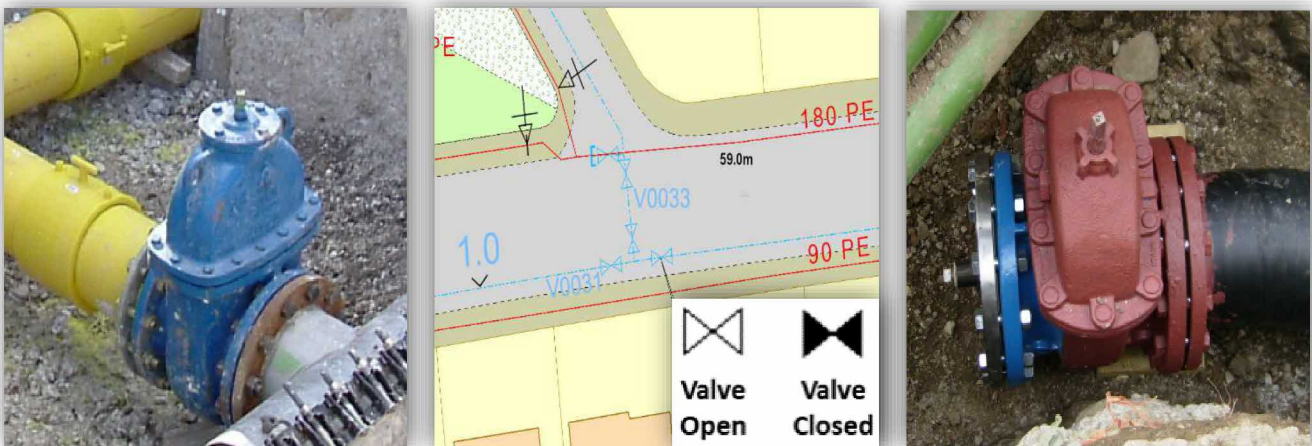
## Guidance when undertaking work near gas valves in our network areas

SGN manages the network that distributes gas to 5.8 million homes and businesses across Scotland and the south of England.

Due to a manufacturing issue, we are currently replacing or upgrading certain valve types that are at risk of bolt failure. In extreme cases, this can lead to gas escapes. This is a safety hazard and we have produced this guide to ensure you undertake adequate safety precautions when working near gas valves.

## Identifying gas valves

The images below are an illustration of typical gas valves. Please note, valves come in various colours, shapes and sizes, and you may come across a valve that looks different to those found in the images.



## What should you do?

When planning to work in our network areas, please observe the following points:

1. You must contact us before starting any work activity within **3.0m** of a gas valve identified on our maps.
2. If an unexpected gas valve is exposed you must immediately stop excavation works and report this to us.
3. To protect yourself against the risks associated with exposing a valve, we advise that you contact us when in doubt.

## Contact details

If you require further information or need assistance please contact us:

Safety Admin Team: **0800 912 1722**  
[plantlocation@sgn.co.uk](mailto:plantlocation@sgn.co.uk)

Valve enquiries will be forwarded to a local engineer who will provide further safety information.