

**Company Address**

Wales and West Utilities Ltd,  
Wales and West House,  
Spooner Close, Celtic,  
Springs, Coedkernew,  
Newport, NP10 8FZ

Our Ref: 38342517      25/0490

Wednesday, 13 August 2025

Geraint Roberts  
Newport City Council Civic Centre  
Newport  
GNT  
NP20 4UR

Dear Geraint Roberts

Thank you for contacting us regarding Wales & West Utilities equipment at the above site.

I enclose an extract from our mains records of the area covered by your proposals together with a comprehensive list of General Conditions for your guidance. This information is given as a general guide and its accuracy cannot be guaranteed. Service pipes, valves, syphons, stub connections, etc., are not shown but their presence should be anticipated.

Where the Wales & West Utilities (WWU) plan includes a warning label about our higher pressure apparatus you must contact the WWU dig team for further guidance. If it is deemed that a site visit is required for this location we require a minimum of 10 days' notice to arrange a site visit for our engineers to give further guidance. Depending upon the nature of the works the site visit may be deemed chargeable.

No liability of any kind whatsoever is accepted by Wales and West Utilities (WWU), its agents or servants for any error or omission. Please note that all WWU equipment on site should be assumed to be LIVE until proven otherwise.

Safe digging practices, in accordance with HS(G)47, 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 persons (either direct labour or contractors) working for you on or near gas apparatus. Safe working procedures should be defined and practiced.

**WWU reserves its position completely to enforce the terms of any easement against the landowner, even if this results in any planning permission granted not being able to be fully implemented.**

**Wales & West Utilities have no planning objections to these proposals, although it should be noted that Wales & West's apparatus is held pursuant to easements and it has other private law rights in relation to the use of the land in the vicinity of its apparatus. Wales & West's private law land rights are not material planning considerations and therefore no comment is made in relation to those rights and they have no impact on whether or not planning permission should be granted, or whether, if permission is granted, it can lawfully be implemented. It should also be noted that Wales & West's apparatus may be at risk during construction works and should the planning application be approved, then we require the promoter of these works to contact us directly to discuss our requirements in detail. Should diversion works be required these will be fully chargeable.**

**You must not build over any of our plant or enclose our apparatus.**

Where diversions to WWU apparatus are needed to allow change to occur on site, the cost of these alterations may be charged to the persons responsible for the works.

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If you have requested a new connection the WWU connections team will where necessary prepare detailed proposals and provide a quotation for any necessary alterations and/or development of our equipment on the site.

If you require advice in connection with your proposals please contact the relevant number below.

Yours sincerely,  
WWU Dig Team

**Gas Emergency Number:**

In an emergency call 0800 111 999, 24 hours a day.

**Mapping Enquiries:**

If you have an enquiry relating to this letter or the attached map plan, please contact us using the following information:

Telephone 02920 278912  
Email [dig@wwutilities.co.uk](mailto:dig@wwutilities.co.uk)

**General Enquiries:**

If you have a general enquiry, please call us on the following number  
All areas 0800 912 29 99

**LinesearchbeforeUdig:**

If you have an enquiry relating to the use of the LinesearchbeforeUdig website please contact LinesearchbeforeUdig using the following information:

Telephone 0845 437 7365  
Email [enquiries@linesearchbeforeudig.co.uk](mailto:enquiries@linesearchbeforeudig.co.uk)  
Website [www.linesearchbeforeudig.co.uk](http://www.linesearchbeforeudig.co.uk)