Drainage Feasibility Study
168-170 King’s Road, London, SW3 4UP

Prepared by: Carmel Lennon BE MSc DIC
Reviewed by: Dimitris Linardatos BEng MSc CEng MICE FIHE
Date: September 2015
Job No.: 24572

Revisions
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Abbreviations
EA Environment Agency
FFL Finished Floor Levels
FRA Flood Risk Assessment
AOD Above Ordnance Datum
NPPF National Planning Policy Framework
SFRA Strategic Flood Risk Assessment
SUDS Sustainable Drainage Systems
LDD Local Development Documents
LPA Local Planning Authority
1 Introduction

Price & Myers have been commissioned to undertake the Drainage Feasibility Study for a small mixed use development on King’s Road in London. The purpose of this report is to set out proposals accruing to the drainage design for the proposed development with particular focus on surface water management and Sustainable Drainage Systems (SUDS).

This report and the drainage strategy for the site have been developed in accordance with the Environment Agency (EA), the Building Regulation Part H, CIRIA documents, the London Plan (2015) and the Royal Borough of Kensington and Chelsea (RBKC) Consolidated Local Plan 2015 with the objective of adopting the most sustainable solution for the proposed development. Climate change has been considered for the surface water drainage design.
2 Site Description and Location

The site is located on King’s Road in RBKC, West London (Figure 2.1). King’s Road is a heavily developed area with a combination of residential and commercial buildings on all sides of the proposed development. The existing buildings at 168 and 170 King’s Road comprise of retail use at ground and basement level with residential accommodation currently arranged as two 3 bedroom maisonettes on first, second and third floors.

The site occupies an area of 190m² and is entirely hardstanding in the existing condition. The existing ground floor arrangement is shown in Figure 2.2.
Figure 2.2   Existing Site Plan
3 Development Proposals

It is proposed that the existing buildings are refurbished to allow for a reconfiguration of the residential properties on the upper floors. The retail space at basement and ground will remain and that the two 3 bed maisonettes will be converted into one 2 bed apartment and two 1 bed apartments. The design proposals do not increase the impermeable area on site as the entire site is currently hard standing. The proposed ground floor plan is shown in Figure 3.1.

Figure 3.1 Proposed Development Site Plan
4 Existing Drainage

Thames Water sewer records show that there is a 1200x800mm Victorian combined water sewer located in King’s Road. Figure 4.1 shows an extract from the Thames Water sewer records, the full set of records can be found in Appendix B.

At the time of writing, a CCTV survey of the existing drainage on site was not available however it is assumed that the foul and surface water from the existing properties drain to the combined sewer in King’s Road. The surface water from the site is thought to drain unrestricted to this sewer.

The entire site is currently impermeable which results in 190m² (0.019 ha). The existing peak run-off rate was calculated using the modified rational method as shown below:

\[ Q = 2.78 \times A \times i \]  

(where A is the catchment area in Ha and i is the rainfall intensity in mm/hr from Building Regulations Part H)

\[ Q_{100} = 2.78 \times 0.019 \times 50 = 2.64 \ \text{l/sec}. \]
5 Proposed Surface Water Drainage

The proposed development will not result in an increase in the impermeable areas on site. However, the run-off rate will be increased by 30% in the future due to climate change:

\[ Q_{100\%30} = 2.64 \times 1.3 = 3.43 \text{ l/sec.} \]

According to the EA guidelines, Building Regulations and Water Authorities advice, an infiltration drainage system is the preferred method of surface water drainage for any new development. Sustainable Drainage Systems (SUDS) are an effective way to reduce the impact of urbanisation on watercourse flows, ensure the protection and enhancement of water quality and encourage the recharge of groundwater in a natural way. Drainage to public sewers should only be considered if all other options proved unsuitable.

According to Policy CE 2 outlined in RBKC’s Consolidated Local Plan the Council requires “SUDS, or other measures, to reduce both the volume and speed of water run-off to the drainage system ensuring that surface water run-off is managed as close to its source as possible in line with the hierarchy in the London Plan”.

The London Plan states that SUDS should be implemented with the following hierarchy of techniques in relation to the London Plan Policy 5.13:

1. Store rainwater for later use;
2. Use infiltration techniques, such as porous surface in non-clay areas;
3. Attenuate rainwater in ponds or open water features for gradual release;
4. Attenuate rainwater by storing in tanks or sealed water features for gradual release;
5. Discharge rainwater direct to a watercourse;
6. Discharge rainwater to a surface water sewer/drain;
7. Discharge rainwater to the combined sewer;

Each of these techniques is examined in detail in this section in order to assess the feasibility of using a combination of SUDS in the proposed development.

5.1 London Plan Hierarchy of SUDS Techniques

Store rainwater for later use

The primary use of rainwater stored for later use in small developments, such as this one, is for irrigation purposes. However this development does not include any soft landscaped areas which means that this approach to rainwater reuse is inapplicable.

The proposed development does not involve any significant changes to the existing building, therefore it is not feasible to incorporate rainwater harvesting for grey water recycling into the design. Furthermore it is not practical to disconnect and divert the existing rainwater pipes in order to connect them to a rainwater harvester system.

Use infiltration techniques, such as porous surface in non-clay areas

A full ground investigation report was not available at the time of writing, however information published by the British Geological Survey (BGS) shows that the site is underlain by London Clay Formation with superficial deposits of Langley Silt Member (Figure 5.1). London Clay has very poor porosity properties which suggests that the site will not be suitable for infiltration techniques.
According to CIRIA, soakaways must be located a minimum of 5m away from any structures which is not achievable for this site due to the limited external area – a 1.5m wide footway located between existing buildings forming the site boundary.

Therefore, infiltration to the ground will not be possible for this site.

**Figure 5.1 Superficial Deposits and Bedrock Geology (Extract from BGS website)**

**Green Roofs**

It is proposed to introduce some areas of Green Roofs into the development. Green Roofs are systems which cover a building’s roof with vegetation. They are laid over a drainage layer, with other layers providing protection, waterproofing and insulation.

**Figure 5.2 Green Roofs**

Green roofs can reduce peak flow rates in small storm events such as the annual or 2 year event. This will result in a reduction in both the volume and the speed of water runoff into the drainage system for these rainfall events.
However, these systems operate as conventional roofs in higher storm events and therefore cannot be considered in the drainage calculations which are performed for high storm events such as the 1 in 30 and 1 in 100 plus climate change events. CIRIA C697 states that “although green roofs absorb most of the rainfall that they receive during ordinary events, there is still the need to discharge excess water to the building’s drainage system. This is because their hydraulic performance during extreme events tends to be fairly similar to standard roofs.”

Approximately 15m² of the proposed roof area at second floor level will be a green roof. The proposed locations of these green roofs are shown in the preliminary drawings in Figure 5.3.

Figure 5.3 Proposed Green Roof Locations

*Attenuate rainwater in ponds or open water features for gradual release*
The scheme is located within an urbanised area of central London, and given the site area, open water features cannot be accommodated within the development proposals.

*Attenuate rainwater by storing in tanks or sealed water features for gradual release*
The London Plan requires attenuation to Greenfield run-off rate from new developments. However best practice guidelines state surface water should not be attenuated to less than 5 l/sec as this would require small diameter flow control devices which are more prone to blockages. Therefore, surface water from the site could be attenuated to the minimum practical flow rate of 5 l/sec. However, the peak surface water run-off rate is 3.43 l/sec therefore attenuation is not practical for this development.
Furthermore, the proposed works at King’s Road are minor with the majority of works being internal and changes to room configurations. The scope of works do not involve any changes existing surface water drainage network nor does it involve any changes to the basement level slab.

Therefore is it not practical to incorporate an attenuation tank into the proposed development as this would require significant structural alterations.

*Discharge rainwater direct to a watercourse*

It is not feasible for the site to discharge to a watercourse as there aren’t any watercourses in the vicinity of the site.

*Discharge rainwater to a surface water sewer/drain*

There are no surface water sewers in the roads near the site to facilitate a new connection.

*Discharge rainwater to the combined sewer*

The proposal is to discharge the foul and surface water to the combined sewer in King’s Road, mimicking existing conditions.

### 5.2 SUDS Maintenance Programme

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<td>Replace dead plants.</td>
<td>Monthly during first year of establishment.</td>
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<td>Check outlets and control structures.</td>
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<td>Remedial Work</td>
<td>Stabilise erosion channels with additional soil substrate. Sources of erosion damage to be identified and controlled.</td>
<td>As required.</td>
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<td></td>
<td>Repair drain inlet if it has settled cracked or moved.</td>
<td>As required.</td>
</tr>
<tr>
<td>Monitoring</td>
<td>Inspect all components including soil substrate, vegetation, drains, membranes and roof structure.</td>
<td>Annually or after severe storms.</td>
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<tr>
<td></td>
<td>Inspect soil substrate for evidence of erosion channels.</td>
<td>Annually or after severe storms.</td>
</tr>
<tr>
<td></td>
<td>Inspect drain inlets to ensure unrestricted runoff from the drainage layer to the drainage system.</td>
<td>Annually or after severe storms.</td>
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<tr>
<td></td>
<td>Inspect underside of roof for leakage</td>
<td>Annually or after severe storms.</td>
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6 Proposed Foul Water Drainage

The proposed development consists of commercial space, one 2 bed apartment and two 1 bed apartments and will produce an approximate foul water flow rate of 2.92 l/sec.

6.1 Drainage to Public Foul Sewer

In accordance with Building Regulations Part H, the preferred option for foul water drainage from new developments is into the public sewers. Thames Water sewer records confirm there is an existing 1200x800mm Victorian combined sewer located in King’s Road. There is expected to have capacity within this system however this will require confirmation from Thames Water.

7 Flood Risk Assessment

7.1 Flood Risk from Watercourses (Fluvial/Tidal)

The EA’s indicative floodplain map shows that the site is located in Flood Zone 1 (see Figure 7.1). This is land which has been assessed as having less than 0.1% annual probability of flooding from watercourse. There are no restrictions on development in this Flood Zone, providing the proposals do not increase the flood risk elsewhere.

Figure 7.1 Indicative Floodplain Map (extract from EA’s website)
7.2 Flood Risk from Groundwater

A ground investigation report was not available at the time of writing, however as shown in Figure 4.1 the site is expected to overly London Clay Formation and Langley Silt Member (according the BGS).

RBKC’s Strategic Flood Risk Assessment (SFRA) also provides some mapping information regarding the risk of groundwater flooding in the Royal Borough. As shown in Figure 6.2, the site is located in an area with a “Very High” risk of groundwater flooding. As the buildings include an existing basement, this lower level could be at risk of flooding from groundwater. Therefore, the existing waterproofing to the basement level will be assessed at the detailed design stage and will be improved upon if necessary.

![Susceptibility to Groundwater Flooding Map (extract from RBKC’s SFRA)](image-url)
7.3 Flood Risk from Overland Flows and Sewer (Pluvial)

RBKC’s Surface Water Management Plan (SWMP) confirmed that the site is not located within a “Critical Drainage Area”. However, there has been a number of historical incidents of surface water flooding in the vicinity of the site, as shown in Figure 7.3.

Figure 7.3 Historical Surface Water Flooding Overview (extract from RBKC’s SWMP)

Figure 7.4 shows the surface water flow paths in the vicinity of the site. As shown, surface water would flow in an eastern direction along King’s Road without ponding near 168-170 King’s Road. Therefore, the risk of flooding from surface water is considered low.

Figure 7.4 Flow Paths (Extract from Findmaps.com)
8 Conclusions & Recommendations

- The site is currently occupied by retail premises at basement and ground floor level and residential properties on the upper floors. The entire site (circa 190m$^2$) is currently hard standing.

- It is proposed to redevelop the site providing 3 residential apartments and retail spaces at basement and ground floor level. The proposed development will not increase impermeable areas on the site.

- The surface water drainage strategy was developed using the SUDS hierarchy set out in the London Plan. It was found that green roofs can be incorporated into the proposed development. This will result in a reduction to both the volume and the speed of water run-off from the site in the annual and 2 year rainfall events. This satisfies Policy CE 2 of RBKC’s Consolidated Local Plan.

- The flood risk from the site was assessed and it was found that the site is at a low risk of flooding from fluvial and pluvial sources. The site lies in an area that is at a “very high” risk of groundwater flooding however the existing basement will be retrofitted with an improved waterproofing design if the existing waterproofing is not sufficient.

- Foul water drainage to the existing public sewer networks will be prioritised. All drainage to the public sewers will require approval from Thames Water.
Appendix A
Existing and Proposed Site Plans
Existing second floor plan

168 & 170, King's Road, London SW3 1410_10_018
Proposed ground floor plan

168 & 170 King's Road London SW3

1410_09_024

Key
1 Residential entrance hall
2 Retail unit
3 Refuse

Existing retail space converted to corridor
External existing corridor converted to refuse store
New 1.5 storey closet wing

Pedestrian entrance from Burnsall Street

Existing
Scale 1 : 250

Internal stair linking ground and basement levels required.

6 Burnsall Street

Scale 1 : 100 @ A3

King's Road

Latitude
Proposed second floor plan

Key
1 Entrance hall
2 Living room
3 Kitchen
4 Wc
5 Bedroom 1
6 Ensuite
7 Store

Existing Scale 1 : 250

Assumed Layout, Area not surveyed

Flat Roof

Scale 1 : 100 @ A3

168 & 170 . King's Road . London SW3   1410_09_026
Proposed third floor plan

Key

1 Entrance hall
2 Living room
3 Kitchen
4 Wc
5 Bedroom 1
6 Ensuite

Existing Scale 1:250

Assumed Layout, Area not surveyed

Apt 3.01 (1 bed)

King's Road

168 & 170, King's Road, London SW3
Appendix B

Thames Water Sewer Records
Asset Location Search

Carmel Lennon
Price & Myers LLP
30 Newman Street
LONDON
W1T 1LT

Search address supplied
168 - 170
Kings Road
London
SW3 4UP

Your reference
N/A

Our reference
ALS/ALS Standard/2015_3140440

Search date
9 September 2015

You are now able to order your Asset Location Search requests online by visiting
www.thameswater-propertysearches.co.uk
Search address supplied:  168 - 170, Kings Road, London, SW3 4UP

Dear Sir / Madam

An Asset Location Search is recommended when undertaking a site development. It is essential to obtain information on the size and location of clean water and sewerage assets to safeguard against expensive damage and allow cost-effective service design.

The following records were searched in compiling this report: - the map of public sewers & the map of waterworks. Thames Water Utilities Ltd (TWUL) holds all of these.

This search provides maps showing the position, size of Thames Water assets close to the proposed development and also manhole cover and invert levels, where available.

Please note that none of the charges made for this report relate to the provision of Ordnance Survey mapping information. The replies contained in this letter are given following inspection of the public service records available to this company. No responsibility can be accepted for any error or omission in the replies.

You should be aware that the information contained on these plans is current only on the day that the plans are issued. The plans should only be used for the duration of the work that is being carried out at the present time. Under no circumstances should this data be copied or transmitted to parties other than those for whom the current work is being carried out.

Thames Water do update these service plans on a regular basis and failure to observe the above conditions could lead to damage arising to new or diverted services at a later date.

Contact Us

If you have any further queries regarding this enquiry please feel free to contact a member of the team on 0845 070 9148, or use the address below:

Thames Water Utilities Ltd
Property Searches
PO Box 3189
Slough
SL1 4WV

Email: searches@thameswater.co.uk
Web: www.thameswater-propertysearches.co.uk
Waste Water Services

Please provide a copy extract from the public sewer map.

Enclosed is a map showing the approximate lines of our sewers. Our plans do not show sewer connections from individual properties or any sewers not owned by Thames Water unless specifically annotated otherwise. Records such as "private" pipework are in some cases available from the Building Control Department of the relevant Local Authority.

Where the Local Authority does not hold such plans it might be advisable to consult the property deeds for the site or contact neighbouring landowners.

This report relates only to sewerage apparatus of Thames Water Utilities Ltd, it does not disclose details of cables and or communications equipment that may be running through or around such apparatus.

The sewer level information contained in this response represents all of the level data available in our existing records. Should you require any further Information, please refer to the relevant section within the ‘Further Contacts’ page found later in this document.

For your guidance:
- The Company is not generally responsible for rivers, watercourses, ponds, culverts or highway drains. If any of these are shown on the copy extract they are shown for information only.
- Any private sewers or lateral drains which are indicated on the extract of the public sewer map as being subject to an agreement under Section 104 of the Water Industry Act 1991 are not an ‘as constructed’ record. It is recommended these details be checked with the developer.

Clean Water Services

Please provide a copy extract from the public water main map.

Enclosed is a map showing the approximate positions of our water mains and associated apparatus. Please note that records are not kept of the positions of individual domestic supplies.

For your information, there will be a pressure of at least 10m head at the outside stop valve. If you would like to know the static pressure, please contact our Customer Centre on 0800 316 9800. The Customer Centre can also arrange for a full flow and
pressure test to be carried out for a fee.

For your guidance:
- Assets other than vested water mains may be shown on the plan, for information only.
- If an extract of the public water main record is enclosed, this will show known public water mains in the vicinity of the property. It should be possible to estimate the likely length and route of any private water supply pipe connecting the property to the public water network.

Payment for this Search

An invoice is enclosed. Please send remittance to Thames Water Utilities Ltd., PO Box 3189, Slough, SL1 4WW.
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: 0845 850 2777
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: 0845 850 2777
Email: developer.services@thameswater.co.uk
The width of the displayed area is 200 m and the centre of the map is located at OS coordinates 527421,178239.

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 and established on site before any works are undertaken.

Based on the Ordnance Survey Map with the Sanction of the controller of H.M. Stationery Office, License no. 100019345 Crown Copyright Reserved.
NB. Levels quoted in metres Ordnance Newlyn Datum. The value -9999.00 indicates that no survey information is available

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

### 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 Valve**
- **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**

### 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**
- **Surface Water Sewer**
- **Combined Sewer**
- **Gulley**
- **Culverted Watercourse**
- **Proposed**
- **Abandoned Sewer**

### 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.
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.
The width of the displayed area is 200 m and the centre of the map is located at OS coordinates 527421, 178239.

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 and established on site before any works are undertaken.

Based on the Ordnance Survey Map with the Sanction of the controller of H.M. Stationery Office, License no. 100019345 Crown Copyright Reserved.
ALS Water Map Key

**Water Pipes** (Operated & Maintained by Thames Water)

- **Distribution Main**: The most common pipe shown on water maps. With few exceptions, domestic connections are only made to distribution mains.
- **Trunk Main**: A main carrying water from a source of supply to a treatment plant or reservoir, or from one treatment plant or reservoir to another. Also a main transferring water in bulk to smaller water mains used for supplying individual customers.
- **Supply Main**: A supply main indicates that the water main is used as a supply for a single property or group of properties.
- **Fire Main**: Where a pipe is used as a fire supply, the word FIRE will be displayed along the pipe.
- **Metered Pipe**: A metered main indicates that the pipe in question supplies water for a single property or group of properties and that quantity of water passing through the pipe is metered even though there may be no meter symbol shown.
- **Transmission Tunnel**: A very large diameter water pipe. Most tunnels are buried very deep underground. These pipes are not expected to affect the structural integrity of buildings shown on the map provided.
- **Proposed Main**: A main that is still in the planning stages or in the process of being laid. More details of the proposed main and its reference number are generally included near the main.

**Operational Sites**

- **Booster Station**
- **Other**
- **Other (Proposed)**
- **Pumping Station**
- **Service Reservoir**
- **Shaft Inspection**
- **Treatment Works**
- **Unknown**
- **Water Tower**

**Other Symbols**

- **Data Logger**

**Hydrants**

- **Single Hydrant**

**End Items**

- **Blank Flange**
- **Capped End**
- **Emptying Pit**
- **Undefined End**
- **Manifold**
- **Customer Supply**
- **Fire Supply**

**Other Water Pipes** (Not Operated or Maintained by Thames Water)

- **Other Water Company Main**: Occasionally other water company water pipes may overlap the border of our clean water coverage area. These mains are denoted in purple and in most cases have the owner of the pipe displayed along them.
- **Private Main**: Indicates that the water main in question is not owned by Thames Water. These mains normally have text associated with them indicating the diameter and owner of the pipe.

<table>
<thead>
<tr>
<th>PIPE DIAMETER</th>
<th>DEPTH BELOW GROUND</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 300mm (12&quot;)</td>
<td>900mm (3')</td>
</tr>
<tr>
<td>300mm - 600mm (12&quot; - 24&quot;)</td>
<td>1100mm (3 8&quot;)</td>
</tr>
<tr>
<td>600mm and bigger (24&quot; plus)</td>
<td>1200mm (4')</td>
</tr>
</tbody>
</table>
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1. All goods remain in the property of Thames Water Utilities Ltd until full payment is received.
2. Provision of service will be in accordance with all legal requirements and published TWUL policies.
3. All invoices are strictly due for payment 14 days from due date of the invoice. Any other terms must be accepted/agreed in writing prior to provision of goods or service, or will be held to be invalid.
4. Thames Water does not accept post-dated cheques—any cheques received will be processed for payment on date of receipt.
5. In case of dispute TWUL’s terms and conditions shall apply.
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<table>
<thead>
<tr>
<th>Credit Card</th>
<th>BACS Payment</th>
<th>Telephone Banking</th>
<th>Cheque</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call 0845 070 9148 quoting your invoice number starting CBA or ADS.</td>
<td>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 <a href="mailto:ps.billing@thameswater.co.uk">ps.billing@thameswater.co.uk</a></td>
<td>By calling your bank and quoting: Account number 90478703 Sort code 60-00-01 and your invoice number</td>
<td>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</td>
</tr>
</tbody>
</table>

Thames Water Utilities Ltd Registered in England & Wales No. 2366661 Registered Office Clearwater Court, Vastern Rd, Reading, Berks, RG1 8DB.
Invoice

Carmel Lennon
Price & Myers LLP
30 Newman Street
London
W1T 1LT

Thames Water Utilities Ltd.
PO Box 3189
Slough
SL1 4WW

Customer Reference: N/A

Customer Number: ADS107823

Invoice No: ADS15384921

Posting Date: 09-09-2015

Due Date: 23-09-2015

Search Address Supplied: 168 - 170, Kings Road, London, SW3 4UP

Description of Charges | Qty | Unit Price | VAT (20%) | Amount (Inc VAT)
--- | --- | --- | --- | ---
Asset Location Search | 1 | £47.40 | £9.48 | £56.88

OUTSTANDING AMOUNT (Inc. VAT)

£56.88

Please send any outstanding amount to Thames Water Utilities Ltd., PO Box 3189, Slough SL1 4WW.

Your payment terms are within 14 days. Please see previous page for ways to pay.

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VAT Reg. No GB 537456915
Search Code

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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

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