




Wednesday 8 April 2020 – v1

Southern Water Temporary Asset Plan Request Service: Terms of Service Provision & Use of Service

Following the Prime Minister's announcement on 23 March 2020, the Map Viewing terminal in Southern House, Yeoman Rd, Worthing was closed until further notice. However this temporary alternative 'Asset Plan Request Service' has been put in place to ensure we can continue to provide customers with the asset maps needed, and do our best to meet our legal obligations under the Water Industry Act 1991. The terms of service and use are as follows:

- All requests for asset plans should be sent via email to **southernwater@digdat.co.uk**. The email subject line should contain 'Southern Water Map Request'. The request should provide a full address along with which asset information you require (clean water, wastewater, both). **Please only include one address/set of co-ordinates per email**. Emails sent with multiple addresses on will be returned to be resubmitted as individual addresses/co-ordinates.
- All plans will be returned to the email address the original request was sent from with PDF(s) attached.
- If the required address displays no assets, the email response will have no attached PDFs and we will confirm this in the email.
- The PDF plans provided are not to scale.
- All maps will be watermarked and the watermarks must not be removed for any purpose.
- Maps provided in PDFs should **not** be reproduced, shared or stored to ensure Southern Water Services Ltd. is complying with necessary statutory & legal compliance obligations (including Ordnance Survey copyright & licencing).
- We will aim to respond to all requests within three working days on a reasonable endeavours basis.
- We reserve the right to monitor the level of requests being received and to suspend the service in the event that we believe there to be inappropriate or excessive use.
- We accept no liability for any losses, damages, claims or expenses caused to you or any third parties by us not meeting this timeframe.
- Two working days' notice will be provided, where possible to inform all users of any changes to this service.
- This alternative service will only be provided whilst we are not providing public access to the Southern Water Services Access Point terminals (be that from Government advice or if we deem it not appropriate for the safeguarding of our employees and the public).

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- This service will be provided free of charge during these current challenging periods during which we are unable to allow access to our building/s.
 - The service is being provided at a cost to Southern Water Service Ltd and while no charge is currently being made to customers for it, this may need to be reviewed as time goes on.
 - From time to time we may experience system access/technical issues which we will work very hard to resolve as quickly as possible, but we accept no liability for any such delays. In these instances, we would appreciate your support and patience.
 - The asset plan(s) provided by Southern Water Services Ltd are pursuant to its obligations under the Water Industry Act 1991 sections 198 or 199. The positions of pipes shown are believed to be correct, but Southern Water Services Ltd accepts no responsibility in the event of inaccuracy. The actual positions should be determined on site. The asset plan(s) provided are to be used for the purposes of viewing the location of Southern Water plant only. Any other uses of the asset plan, map, asset data or further copies is not permitted.

WARNING: BAC pipes are constructed of Bonded Asbestos Cement.

WARNING: Unknown (UNK) materials may include Bonded Asbestos Cement.

Plans are based on the Ordnance Survey Plan © Crown copyright and database rights 2020 OS 100031673.