



Land Entry Principles

In exercising their land entry rights, water companies will adhere to the code of practice that each has adopted. The principles set out in this document indicate how each company intends to approach the implementation of that code to balance the needs of customers, land owners, external stakeholders and the environment.

1. Water companies recognise that their activities may affect landowners and occupiers and aim to exercise their rights of entry in such a way as to limit the impact and disturbance they cause. Accordingly, as part of their initial consideration of projects companies will consider as early as possible how these might affect land owners or occupiers.
2. In planning their activities companies will engage with those who are or may potentially be affected by them and where possible adapt their works to accommodate reasonable concerns which are expressed.
3. All parties should seek to establish and maintain effective communication with each other, recognising that this is essential to a good working relationship.
 4. Companies recognise that both those who work for them and their contractors need to understand and implement the code of practice. They will therefore train their employees in the requirements of the code and ensure that compliance is enforced as part of contractors' duties.
5. Companies will implement systems to monitor and report on compliance with the code of practice and where their activities or those of their contractors have not complied with the code, companies will take appropriate action to help ensure future compliance.
6. Companies will deal reasonably and promptly with claims that are made where their activities give rise to a claim for compensation.

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