

nationalgrid

Our Grantor Charter

National Grid Electricity Transmission (NGET) owns and maintains the high-voltage electricity transmission network in England and Wales, moving electricity from sources of generation to local distribution networks which provide power to homes and businesses.

In this Charter we set out NGET's commitments when working on overhead lines and underground cables which cross over or under our Grantors' land or property.

Under our agreement with you, NGET has various rights, including rights to access your land or property. As a Grantor, you also have specific rights under this agreement.

NGET works hard to maintain positive relationships with all Grantors. Our staff, together with our Land Agent Suppliers, uphold the obligations outlined in the Charter, which serves as our commitment to maintain those relationships but enhance them whenever possible.

We're dedicated to fulfil our responsibilities with professionalism, efficiency, and minimal disruption to you and your property.

Our commitments to you

Safety is our priority: We'll work in a way which keeps people, livestock and the environment safe. We'll adopt responsible working methods which seek to avoid harm while meeting or exceeding applicable legislation, policies, guidance and industry best practice. We're dedicated to protect public safety, our employees, and anyone working with us.

We'll take all reasonable precautions to prevent the spread of animal and plant diseases and we'll adhere to all reasonable biosecurity measures that you need us to implement on your land or property.

Communication: On occasion, we'll require access onto your land to renew, inspect, maintain or repair our assets. We'll endeavour to provide at least seven days' notice in writing prior to entry, except in emergencies.

Respecting your property: We'll agree an access route in advance to minimise disruption, and minimise

impact wherever possible, except in emergencies. We'll outline the work required and the type of vehicles we're likely to use. Depending on the type of work and in the interest of both parties, we may need to undertake a pre-entry record of condition of the intended access routes and working areas.

Compensation and Land Agents: Following NGET access on to your land or property, there may be damage or loss that requires compensation, where mitigation wasn't possible. If we do cause any loss or damage, we'll take reasonable steps to make good in a manner agreed.

NGET supports the Code of Practice published by The Central Association of Agricultural Valuers (CAAV), Energy Networks Association (ENA) and the Royal Institution of Chartered Surveyors (RICS). The Code is for professionals working in respect of rights over land for electricity infrastructure, whether they act for an electricity undertaker, a farmer or a landowner.

This best practice guidance acknowledges the crucial role professionals play in the delivery of electricity infrastructure whilst ensuring that those who host equipment on their land are properly and fairly advised, represented and treated.

Protecting the environment: We commit to take all reasonable precautions and adopt mitigations to protect the natural and historic environment, any fishing and sporting interests and observe government recommendations. We aim to protect and enhance the environment by continuously seeking ways to minimise the impact of our past, present and future works.

Conduct and professionalism: We'll always act in a professional and polite way. We'll keep working areas clean and tidy and will clear them upon completion of works. We'll protect our sites with appropriate security, and we won't remove walls, fences, or hedges without prior consultation. We commit to return your land to the condition in which we found it, where reasonably practicable.

In England and Wales, there are more than:



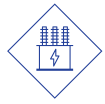
21,000 pylons



4,500 miles of overhead power lines



410 miles of underground cable



340 substations



Your responsibilities as a Grantor

Maintain communication: Please keep your Grantor number safe and use it when you contact NGET so we can answer your query quickly. Grantors should inform NGET if there are any changes in their circumstances, such as moving house, changing tenancy arrangements or selling your land.

Provide safe access: Our employees and contractors will always carry identification. Please allow access when requested and inform us of any risks to our staff or contractors e.g. shoots, dangerous animals and open excavations. Please also identify any obstructions to access, such as locked gates.

Biosecurity measures and crop spraying: Grantors should let us know as soon as possible if there are any biosecurity measures required when accessing the land or property. Please also notify NGET if any crop spraying will be taking place near or at the time of the works.

Compensation claims: It is our mutual duty to mitigate losses where possible. Please keep all records of losses and receipts and submit these along with photographs of the damage for our review. NGET will reinstate or compensate you for fair and reasonable damage and losses incurred.

Professional representation: NGET will cover reasonable professional fees where agents are instructed in the settlement of a compensation claim, as outlined in the current version of our Payment of Surveyors Fees document.

Safe to work: Before you start any work near our equipment, please refer to NGET Technical Guidance Note 287 and the following:

- avoid any actions that could damage or compromise the safety of our equipment
- you should notify us in advance if you need to dig or carry out groundworks near our underground cables
- don't build permanent structures near underground cables without our permission
- don't change the soil depth above cables without our consent
- maintain safe distances between overhead power lines and the ground, buildings, or objects. If you have any questions, please speak to our Asset Protection team
- use caution with tall equipment like cranes or ladders, near overhead lines - keep them low or horizontal
- don't store materials, particularly flammable ones, near the base of pylons or under power lines, and
- ensure any workers, occupiers or visitors on your land are also aware of these safety rules.

Please get in touch with our Grantor Relations team if you have any queries or wish to make a complaint:

Visit our website: nationalgrid.com/electricity-transmission/grantors

Call our helpline: **0800 389 5113** (9am – 5pm Monday to Thursday and 9am – 4pm Fridays).

Email us: Box.grantorrelations@nationalgrid.com

For 'safe to work' related queries:

Call our Asset Protection Team: **0800 001 4282**

Email: assetprotection@nationalgrid.com

or submit an enquiry via the Linesearch website: lsbud.co.uk