



## National One Call

Protecting People and Services in the UK

Online: [www.national-one-call.co.uk](http://www.national-one-call.co.uk)

Call us: 0800 009 6273 (Mon-Fri, 9am-5pm)

### About National One Call

**Who are we?** National One Call is a private company that offers a vital service to help anyone requiring plans from Asset Owners (utilities / authorities / pipelines etc.). We cover the whole of the UK, any site, any requirement, any purpose.

**What is our Pedigree?** We have been online as National One Call since 2007 but we drew on 30 years professional experience of doing the same thing for the Asset Owners themselves before pioneering the first Dial Before You Dig service that everyone could use.

**What is it all about?** It is about Safety for People and Protection of Services; we even offer free services to those willing to do all the work themselves if they consider price to be an issue. Pay nothing at all to us if you prefer, but stay safer - PlanToDig.

**Who uses PlanToDig?** The service is used by anyone requiring Asset Owner plans, from professionals to householders, any UK Site, any purpose.

**How do I make an Enquiry?** Registered users can make PlanToDig Enquiries; Registration is free, no Subscription Fees, no software to buy, no obligations, no sales calls.

**What other services do we offer?** This is all we do; we do not offer site-surveys / excavation / building / other planning services - our Clients do these things far better than we ever could! All we do is obtain Asset Owner Plans for whoever needs them.

### Compare our Service

**Service Availability:** Our service is online 24/7, Helpdesk available Mon-Fri, 9am to 5pm. Registration and membership is free, sign-in from any device using your unique Username and Password. Your Enquiries Register contains up to 2 years of PlanToDig Enquiries, no software to download, no subscription fees, no storage fees.

**Choice of Service:** You can pay us an administration fee to conduct the Enquiry for you (Retriever Service), but if you feel you have the time and energy to do everything yourself we give you the tools and information to make a free SelfPlan Enquiry.

**Openness:** We tell you all about your Enquiry and the Asset Owners. But we will also tell you the realities of how it works / things to watch out for / limitations and dangers etc.

**Clarity:** We will explain how our services work and give our Estimate of any Asset Owner Charges you are likely to incur whether you choose Retriever or SelfPlan.

**Honesty:** If you choose to pay us an Administration Fee to do the work for you we will not only give you our Estimate of Charges, we will also account to you for the Actual. And if these are different, we will come to you for further Authorisation before proceeding. There will be no nasty surprises.

**More Information** You can find more information about us and our services on our website or call us on 0800 009 6273 (Mon-Fri, 9am-5pm).



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### Advice Notes: Your Planning Pack

**What is a `Planning Pack`?** Your PlanToDig Planning Pack helps you to organise your Enquiry for office use or field use. At any stage of your Enquiry you can choose to take the entire Planning Pack or if appropriate select just one of the documents, e.g. to see progress of Asset Owner Responses.

**Why should I use it?** A Planning Pack helps you organise your PlanToDig Enquiry so that all your documents can be put into a folder, something like a ring-binder with poly-pockets. Certain documents will not change, notably your Enquiry Specification, some however will change considerably as the Enquiry progresses / completes, e.g. the Responses as shown in your Contact List.

**How does it Work?** The Documents in your Planning Pack show the status of the PlanToDig Enquiry at the very time it is looked at. You can create your Pack at the beginning and swap out updated documents, or simply wait until Completion to take your Planning Pack - whichever works best for you.

**What about SelfPlan Enquiries (see `Enquiries`)?** As the user is conducting the Enquiry themselves, a SelfPlan Enquiry Planning Pack is slightly different to that for Retriever; see the table below for differences. Some SelfPlan documents are structured for manual working by the User, each with a guide on how to use it.

**At Estimate:** If you need documentation to review your options / discuss with your client etc. your Planning Pack contains all the information you will require at that stage - the Enquiry Specification, the Contacts List and - for Retriever Enquiries - the Price Estimate.

**In Progress:** If you decide to proceed with a Retriever Enquiry, your Planning Pack keeps up-to-date in real time with progress - Asset Owner Responses / Comments etc. - and you can see anything you need to at any time as either the entire Planning Pack or as individual documents.

**On Completion:** When your Retriever Enquiry is Complete, your Planning Pack is automatically issued to you by email.

**Your Enquiries Register:** PlanToDig Enquiries are held in your Enquiries Register for up to 2 years. The Enquiry, the Planning Pack, or any document within it can be reviewed while it is still held in your Enquiries Register.

**Handling of Plans for Retriever Enquiries:** Due to copyright and Intellectual Property Rights (IPR), Plans received from Asset Owners cannot be included within digital Planning Packs. It is also possible that some plans would require larger printers (up to A0). Plans are provided separately to the Planning Pack, but there is a section within the Planning Pack where these should be placed.

### Compare Planning Pack Contents

Section	Retriever	SelfPlan
Enquiry Specification	✓	✓
Asset Owners List	✓	✓
Comments from Responses	✓	✗
Section for Plans	✓	✓
Certificate of Registered Enquiry	✓	✗
Invoicing	✓	✗



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### Advice Notes: PlanToDig Enquiries

A PlanToDig Enquiry identifies the Site you require plans for, who you are, and your Work Intentions at that Site. This is the information that is provided to the Asset Owners you selected (see `Advice Notes: Asset Owner Contacts`).

**Describing your Site** as well as marking up the extents of your Site, try to give a description of it so Asset Owners can better respond; simply putting `See Map` is not very helpful at all!. For obvious reasons, avoid describing temporary things such as `left of portacabins`.

**Work Intentions** If you are at a Planning Stage you do not need to define any Work Intentions however we recommend that an Enquiry is re-run should your Intention change from Planning to Works as responses can be very different, e.g. an asset owner may simply send a Plan to a Planning Enquiry but may ask for a site-meeting if you are intending to work on or near sensitive services.

**Your Contact Details** The Contact Details you provide are where a) the Enquiry documentation (including the Planning Pack) will be sent, and correspondingly, b) where Plans and other Responses from Asset Owners will be sent.

### Retriever or SelfPlan Service: choice of who is going to do all the work

**Choice of Service** when you have identified your Site and selected the Asset Owners, your choice of Service Type determines who is going to do the work.

**Retriever: we do everything for you:** A Retriever Enquiry is where you pay us an administration fee to undertake your PlanToDig Enquiry for you. We tell you up-front what our Fee would be for this.

**SelfPlan: you do all the work:** With SelfPlan, you use the same Enquiry details and Contact List that we would have used for Retriever, but you do everything yourself. We play no further part at all in your Enquiry, the rest is up to you. We recommend you allow for 1 working hour per contact.

**What will I save by making a SelfPlan Enquiry?** You will save the price of our Administration Fee by using SelfPlan. SelfPlan costs your time as it is up to you to contact each Asset Owner, confirm and pay any Charges directly. You will then receive every Plan / Response / Disclaimer etc. and record these in whatever way you think best, although we do give you a SelfPlan Planning Pack to help.

### Compare Retriever v SelfPlan: Who does What?

Action	Retriever	SelfPlan
Create Enquiry	You	You
Send to Asset Owners	Us	You
Pay any Charges	Us	You
Progress-chasing	Us	You
Recording Responses	Us	You
Service Options (Printing/Fusion etc.)	Us	You
Compile Documentation	Us	You
Account for Estimate v Actual	Us	You
Certification	Us	N/A
How long?	1-10 Days	Up to You



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### Retriever Enquiry Options

We are able to offer a number of additional service options for Retriever Enquiries that we cannot offer for SelfPlan.

Some service options are only available where a number of Asset Owners have been selected ('Multi-Contact' Enquiries). Where only 1 contact was selected ('1Plan'), these options are disabled when selecting any service options for your Enquiry.

**Express** (Multi-Contact only); A standard Retriever Enquiry runs to completion before we release the Planning Pack and Plans; if you wish to have a `heads-up` on the Plans take Express. *If you can wait until the Enquiry is complete before seeing the Plans do not purchase Express.*

**E-Plan** (Multi-Contact only); You will receive Plans and Planning Pack documents by email; we can compile these onto a USB drive for you if you wish; this is an E-Plan. *If you have your own arrangements for electronically compiling your Enquiry Documentation you do not need E-Plan.*

**Fusion Plan** (Multi-Contact only); A Fusion Plan compiles all the Asset Owner plans received for the Enquiry into a single CAD/PDF drawing using an Ordnance Survey map background. A Fusion Plan can flush out issues such as pinch-points etc. when all Plans are brought together, but a Fusion Plan is no more Validated than the underlying Asset Owner Plans! *If you need a Fusion Plan then by all means add it to your Retriever Enquiry; but if not it would be better to invest that money on professional Validation..*

**Printed Pack** A standard Retriever Enquiry is returned to you by email; it is then up to you to arrange printing if you need to. Plans can require larger printers than A4, often all the way up to A0. You can choose to have us print everything in your Enquiry for you, even choose to receive the emails *and* have a Print Pack.

**Service Option Prices** The price for any service option is calculated per Enquiry. With the exception of a Fusion Plan (see further), Retriever Option prices are given on-screen when creating your Enquiry. *Fusion Plans* however require individual pricing of 3rd party products (notably Ordnance Survey background map); if you choose a Fusion Plan we will price this separately and come to you for further approval before proceeding.

**Other Services - Validation / Surveying / Excavation etc.** All we do at National One Call is obtain Asset Owner Plans; we do **NOT** offer any other services. However, among our thousands of clients we have specialists who *do* offer these very services. Call us if you have the Plans and are ready for the next stage; we will put you in direct contact with one of our specialist clients, at no cost to either you or them.



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### Advice Notes: Asset Owner Contacts

When you make your PlanToDig Enquiry you select which Asset Owners - utilities / authorities / pipelines etc. - are to be contacted from the list provided. These are the only Asset Owners who will receive your Enquiry: an Asset Owner you did not select will not know about your Enquiry.

**Who is in the Asset Owner List?** The list of possible Asset Owners for your Enquiry were those who have notified us of their Area of Interest (AoI). We compared your Enquiry Site against all the AoI's and listed all the Asset Owners that would be potentially affected. The key word is `potentially`; it is only when they compare your exact Enquiry Site against their detailed records that they can evaluate whether or not they are actually affected. And to do that, they need to see your Enquiry.

**Who is NOT in the Asset Owner List?** We cannot guarantee that the list of Asset Owners we provided contained all possible Asset Owners; what we do guarantee is that those who have given us an AoI within which your Enquiry Site falls were included. As comprehensive as the list may be, it is still safest **not** to assume that the list was exhaustive. For example, it will **not** include things like electricity cables that a householder ran to their garage or services in private gardens / driveways etc.

**Who should I select to Contact?** If you *know* who you need plans from then just select those you need however most Enquirers are quite surprised to see who *might* be present when they see the list of list of possible contacts. And if you do not know, then only way to find out if they *are* actually present in your Site is to ask them.

**Do not base your selection on who Charges** It is far cheaper to pay an Administration Charge and ask them than it is to have to stand down excavation teams or pay damages when you uncover or damage a service that you did not ask for plans for.

**How do they Respond?** Asset Owners respond to specify if a) they are **Affected** (or Not Affected) by your Enquiry, b) to give any instructions or other **Text Response**, and in some cases c) to confirm any **Administration Charge**.

**Affected / Not Affected** `Affected` generally means that the Asset Owner has services in or close to your Enquiry Site; *Not Affected* means they do not. Occasionally, the response may not actually say whether they are Affected or Not Affected, e.g. `If we do not contact you within 7 days you can assume we are Not Affected` in which case we can only refer you to their Text Response for you to consider.

**Plans** Generally, if an Asset Owner considers they are `Affected` they will supply a Plan of their services at your site. **These are not `As Laid` plans**; they are best information available at the time; treat them as Indicative until they have been physically verified.

### DO NOT EXCAVATE OR BUILD USING UNVERIFIED ASSET OWNER PLANS

**What will the Plans show me?** Asset Owner plans show where services are in public areas - streets / roads / pathways etc. - but seldom show where service are within a private property such as gardens / driveways, as these were installed by the developer. You need specialist surveyors for this, we can put you in touch with one of our specialist clients if you need this service.

**Text Responses** When Asset Owners respond to Enquiries - Affected or Not Affected - they often provide guidance / instruction / disclaimer, whether or not they also provide a Plan. In a Retriever Enquiry, this is also recorded and can be seen in your Responses List. Provide this to planners / site operatives along with any Plans; these are important too.

**Administration Charges** Some Asset Owners charge for reviewing enquiries and making a Response. See Invoice Advice Notes on how we handle Charges.





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### Some Tips for Selecting Asset Owners

**Site-type and Context** When selecting the Asset Owners for your Enquiry it is often possible to eliminate the need for certain Asset Owner Types entirely. For example, there is no need to ask for Plans for Railways if your Enquiry site is nowhere near a Railway.

**Why not just ask all of them, just in case?** This is an option, of course. What is most likely to happen is that you will a) receive a lot of Not Affected responses from Asset Owners that common sense says would not have been Affected anyway (e.g. asking for Traffic Control plans when the Site is not in a Street/Road), b) you will probably incur unnecessary Charges, and c) your Enquiry could take longer to complete.

**Why are they Listed then?** An Asset Owner Area of Interest (AoI) is a first-pass instrument that defines potential interest in a general area; your Enquiry Site falls into their general AoI but there is no way of refining that match at this point. That is why you can choose who to Contact - and just as importantly who NOT to Contact.

**An Art, not a Science** There are no hard and fast rules about which Asset Owners have to be included but some common sense considerations can make a big difference to the speed and cost of an Enquiry. For example, you may well wish to ask about any Pipelines, but how likely is it that you will need Street Lighting plans for a farm field?

**You will not receive any Plan Updates** Asset Owners will not keep you informed of any changes they are making to their services that may affect your Site. They could send you a Response in the morning that would be different in the afternoon if their records had been updated in the meantime. The Response they give is a one-off snapshot of their services at the very time that you asked.

**Passing of Time** The older the Enquiry, the less likely it is that a) the List of Contacts would be the same (due to AoI changes), and b) that Responses (Plans / Statements) are reasonably current. Some Asset Owners state that their plans are `good for [30/60/90] days` - but their disclaimer also says that they can change at any time. It is recommended that you place a **maximum** reliance of 30 days on the entire Enquiry outcomes; this is about your safety - there is a risk in using out-of-date information.

**Change of Work Intention** If your Work Intention changes from `Planning` to `Works Intended` you should re-run your Enquiry, informing the Asset Owners of details of the works. They may wish to take further steps than just issuing a Plan (e.g. give Excavation Directions / have a site meeting with you) where Works are intended. This too is in your best interests.

**I am re-running an Enquiry; who should I ask this time?** The list of potential Asset Owners can change over time due to AoI changes; it is even more likely is that things will have changed on their Plans and Responses due to works on their services. It is entirely possible that a previous `Not Affected` response would now be `Affected` if for example new services have been installed at or near your Enquiry Site. Treat a re-run Enquiry with just the same caution that you put into the original Enquiry. If you don't know, ask them.



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### Advice Notes: PlanToDig Invoices

An Invoice is only raised for a PlanToDig Enquiry if you select the **Retriever** Service, i.e. you are paying us to conduct the Enquiry for you. **SelfPlan** Enquiries are free to the user so there is never an Invoice (but see below for `Asset Owner Charges for SelfPlan Enquiries`).

**Retriever on Credit Account** if you have Credit Facilities, you can Authorise your Retriever Enquiry from your Credit Account. See below about how we handle Invoicing for Credit

**Retriever without a Credit Account** if you do not have Credit Facilities, the only way to authorise a Retriever Enquiry is by paying the Estimate - details of how to do this are on the Invoice. See below about Estimates and Invoices.

### How we handle Estimates and Invoices for Retriever

**Price Status:** until such times as we have confirmed Actual Asset Owner Charges (see below) we hold the Enquiry Price as `Estimate`; only when all Asset Owners have confirmed their Charge does the Enquiry Price become `Confirmed`, at which point the final Invoice is released.

**Estimated Asset Owner Charges:** when you create your Enquiry - whether Retriever or SelfPlan - we will give you our Estimate of Asset Owner charges. This is based on charges notified to us by each Asset Owner. These charges are for administration of checking their records; many make no Charge at all, we tell you this also.

**Actual Asset Owner Charges:** it is only when each Asset Owner sees your Enquiry that they confirm their Actual Charge. Normally our Estimate is spot-on but there are circumstances where Actual is different to our Estimate; occasionally higher for larger sites, or sometimes waived entirely if they find they are Not Affected.

**Variations of Estimate v Actual:** if an Asset Owner responds with an Actual charge that is more than we Estimated, we come to you for further authorisation, if less we credit the difference back to you.

**Your Final Invoice:** only when all Fees and Charges are confirmed do we release your Final Invoice based on Actuals, showing Estimate and Actual and issuing any Refund due to you if you paid more, or any Balance due to higher than Estimated charges. If you have Credit Facilities with Centralised Accounts, it is only the Final Invoice that is sent for payment.

### You will only pay Actual Charges for Retriever Enquiries

**Asset Owner Charges for SelfPlan Enquiries** Asset Owners normally make the same Charge for SelfPlan Enquiries as they would to Retriever Enquiries, i.e. you will still incur Asset Owner Charges for a SelfPlan Enquiry. As with Retriever, we will tell you our Estimate however *unlike* Retriever - where we deal with all charges for you - you will deal directly with each Asset Owner to a) confirm each charge, and b) make each payment.



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### What Happens Next?

When your PlanToDig Enquiry is Complete you will have all the Plans and Responses from the Asset Owners you selected for your Site. Great, now what?

**Verification:** You now need to Verify *everything* you have received. For guidance on Buried Service Identification and Safe Excavation see HSG(47) / NRSWA / CDM Regulations etc.; some or all of these will apply to you. We focus on the sheer common sense that PlanToDig makes, but strong legislation does apply.

**DO NOT EXCAVATE OR BUILD BASED ON INITIAL PLANS AND RESPONSES.**

*Verification requires specialist surveyors; we do not offer this service but we can put you in touch with one of our specialist clients if you need this.*

**Plans from Asset Owners** are NOT `as-laid` plans, they are `as-thought-to-have-been-laid`. No Asset Owners will warrant that the plan they gave you is accurate; in all circumstances it is healthiest to treat every Plan and Response as `Indicative`.

**Instructions and Disclaimers:** READ THE COMMENTS FROM THE ASSET OWNERS - THEY ARE THERE TO HELP YOU WORK SAFER.

**Fusion Plan (Optional):** It may seem rather obvious but it is worth pointing out that a Fusion Plan (if taken for a Retriever Enquiry) can be no more accurate than each of the underlying Asset Owner Plans that went into it. *It too is Unverified*; do not be tempted to give a Fusion Plan any more status or credence than you would the `raw` Asset Owner plans.

**Be aware of timing issues!** When you created your PlanToDig Enquiry it produced a snapshot in time of a) the Asset Owners with a potential interest, and from that b) the Response from each Asset Owner at that point in time. Both these factors can change very quickly and without notice, which is why we recommend you consider your PlanToDig Enquiry to be `good` for a maximum of 30 days.

**A PlanToDig Enquiry does not give you permission to excavate or build!** Where licenses or permits are required (e.g. works in public streets / roads) you are required to obtain these from the appropriate authority. Applications for these will require evidence of you obtaining plans from existing asset owners; this is what your PlanToDig Enquiry provides.