



## Welcome to Northern Gas Networks Limited

Northern Gas Networks is responsible for delivering gas to homes and businesses across the North of England – an area covering West, East and North Yorkshire, the North East and Northern Cumbria.

Our network is made up of 36,000 kilometres of gas pipes – that's enough to travel from Leeds to Sydney in Australia and back again.

Although we do not own the gas itself, we transport it on behalf of the companies who do, delivering it to users like you, 24 hours a day.

We play an essential role in the region. As the provider of the fuel most people choose to use, we take our responsibilities very seriously. We also aim to provide the best in customer service across our business and continually work to become a vital part of the communities we serve.

A handwritten signature in black ink, appearing to read 'Basil Scarsella'. The signature is stylized and cursive.

Basil Scarsella  
Chief Executive Officer

## Moving your gas supply

If you have moved home or are planning improvements such as a new kitchen or extension, you may need to change the position of your gas meter.

We can do some or all of this work for you. Our professional engineers have the skills you need.

This booklet is designed to guide you through your choices and the application process.

### How to apply

Simply fill in the enclosed order form fully and send it back to us in the prepaid envelope provided. If you have any questions, please call us on 0870 300 7677.

### A free service for those who are not able to safely turn off their gas

If you cannot reach your meter's emergency control valve, we can move it to the nearest possible place so that you can reach it more easily. We provide this service for safety reasons and it is completely free of charge. If you would like the valve moved for other reasons, we will charge you for this service.

If you feel your supply needs to be changed for safety reasons, please fill in the form fully and send this back to us. (You do not have to send any payment.) We will arrange for a surveyor to visit your property and discuss your situation.

If you have any questions about this, please phone us to discuss your needs. One of our advisors will be more than happy to help you.

### If you don't have a gas supply

If you do not have a gas supply but would like us to install one for you, please call us on 0870 300 7677 and ask for a new gas connection application pack.

### Deciding how much you want us to do

There are three stages to moving your gas supply.

- 1 Moving your gas service pipe
- 2 Moving your meter and connecting it to the gas service pipe
- 3 Reconnecting your meter to your internal pipework up to 2 metres

We can carry out all this work or just some of it.

First, you need to decide how much of the work you want us to carry out. Our basic fee includes moving your service pipe and laying up to three metres of new pipe to reach the new position your meter is in. If you require additional pipe or would like us to move and reconnect your meter, then other charges will apply. Please see the enclosed price sheet for details.

If you do not want us to do all the work, you will have to find another qualified engineer to do it. Whoever you choose must be an Ofgem Approved Meter Installer (OAMI) and registered with CORGI. The engineer will charge you for the work they do.

Please refer to page 11 for more information as to which option best meets your requirements.

## Step-by-step application process

It's easy to apply.

Follow these seven simple steps:

- 1** Choose where you would like your new meter to be
- 2** Decide what type of meter box you would like
- 3** Decide whether you want us or another approved installer to move or reconnect your meter (or both)
- 4** Work out how much new pipe you will need
- 5** Fill in the order form and send your payment
- 6** We will contact you to arrange a date
- 7** Your service will be altered

## Step 1: Deciding where to have your meter

Meters must be on the front wall of your property or along a side wall which is within two metres of the front wall. (By 'front wall', we mean the wall facing the street where the gas main is.)

The two metre reference only applies if you are extending your service pipe. If the meter is being moved closer to the front of the property this rule does not apply. Please contact us if you wish to discuss this further with one of our agents.

We will only move your meter inside your property if your emergency control valve (ECV) needs moving. Otherwise, an Ofgem Approved Meter Installer (OAMI) can do this for you.

There are rules about where you can put your meter. Most importantly it must not be a danger to anyone and should not be somewhere it could be easily damaged (for example, by a car).

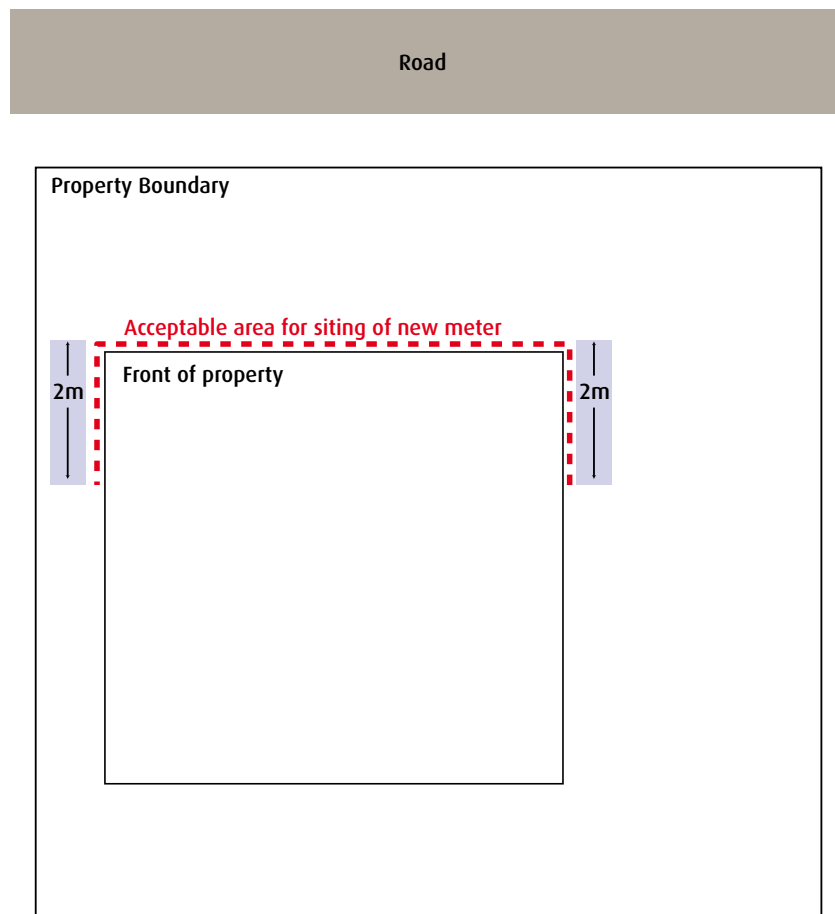
You must also be able to reach your emergency control valve easily.

We cannot lay service pipes underneath buildings like sheds, garages, conservatories or porches. Look out for other obstacles like manhole covers and drains which show where other underground services are positioned.

Your meter **cannot** be installed in the following places.

- Close to a source of heat, or where it will be affected by very hot or very cold temperatures
- Within 300 millimetres of the flue of a gas appliance
- Within 150 millimetres of an electricity meter
- In a boiler room or bathroom
- In a place you store food
- In a place where the meter is likely to rust (for example, under a kitchen sink)
- Under stairs or in a shared passageway
- On cement or a floor that may often be wet

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## Step 2: Choose a meter box

If your meter will be inside your property, you will not need a meter box. Please go to page 8.

If your meter is outside your property, you must protect it with a meter box. Choose from the three types on these pages.

Even if you do not want us to move your meter, in most cases we will still supply and install the meter box as part of our basic fee. The only exception is where you tell us that you would like a built-in meter box. In this case, you must supply and install it yourself before we arrive to carry out any work.

### Surface mounted meter box

This is our standard meter box. The surface-mounted box bolts straight onto your outside wall. It is not suitable for walls which face directly onto pavements, public footpaths or shared access routes because it sticks out and could be damaged or cause an obstruction. The bottom of the meter box should be fitted above the damp proof course.



If a surface-mounted box is not suitable, you must either move the meter or choose another type of meter box.

## Other meter boxes

### Semi-concealed (partly hidden) meter box

This is partly buried at the bottom of your outside wall. You can use this type of meter box in gardens and flower beds where it will not be damaged by vehicles or cause someone to trip. It must not be fitted under a window.



**This type of box needs a special type of meter. If you are changing to a semi-concealed meter box for the first time, you need to contact your gas supplier to arrange to install and connect a new meter. We will not be able to move or reconnect your meter if you need to change to a new semi-concealed box.**

The same will apply if you are changing from a semi-concealed box to a bolt-on or built-in meter box. You will need to contact your gas supplier for the correct meter before we come to do the work.

However, if you already have a semi-concealed box and meter, we can move it for you as part of our reconnection service. The box needs to be in good condition. If it is broken, please contact your gas supplier.

### Built-in cavity meter box

We do not supply or fit this type of box. You will need to arrange for your builder to do some building work to your property before we can move your gas supply. If you would like details of where you can buy a built-in meter box, please call us. The bottom of the box needs to be above the damp proof course and between 500 millimetres and one metre above ground level.



**Once we have finished our work, the meter box becomes your responsibility. It is up to you to make sure you keep it in good condition, and repair any damage.**

## Step 3: Working out how much new pipe you need

If you want your meter moved to the other side of the same wall without changing the position of the service pipe, you will not need any new pipework. Please go straight to page 11.

Otherwise, you will have to try to work out how much extra service pipe you will need. The following examples may help you. If you have trouble working out how much pipe you will need, please call us.

When planning which route your service pipe will take, remember the following.

- It cannot run indoors or underneath any building, including a porch.
- Try to avoid drains or manhole covers.
- The pipe must run in straight lines and turn at right angles.

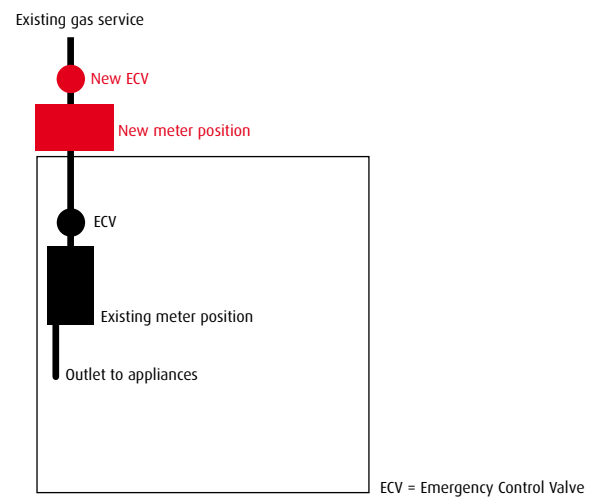
These rules should help you to work out where your existing service pipe is. You can usually assume that your current pipe runs straight from your meter's old position to the public road outside your house.

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### Example 1

**“My meter is indoors but I want it moved outside. I am happy for this to be cut back to the route of the existing pipework.”**

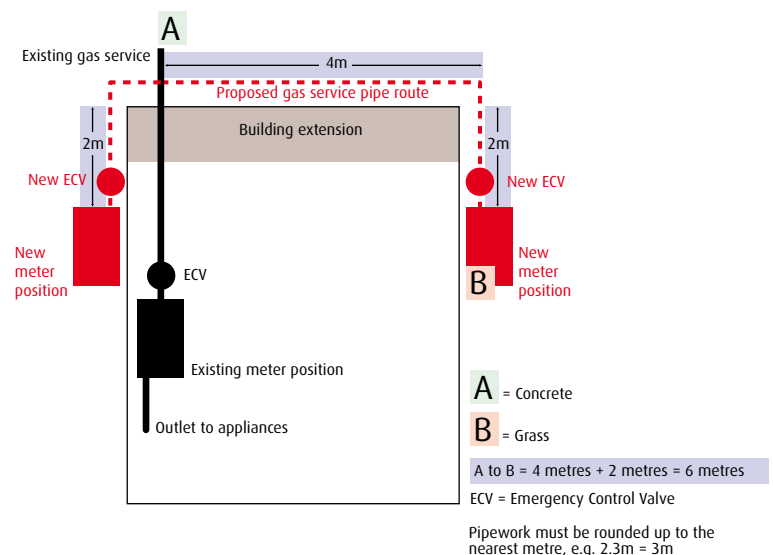
You do not need any extra pipework. However, for safety reasons, we would not be able to extend your existing pipe through your house to the back wall.



### Example 2

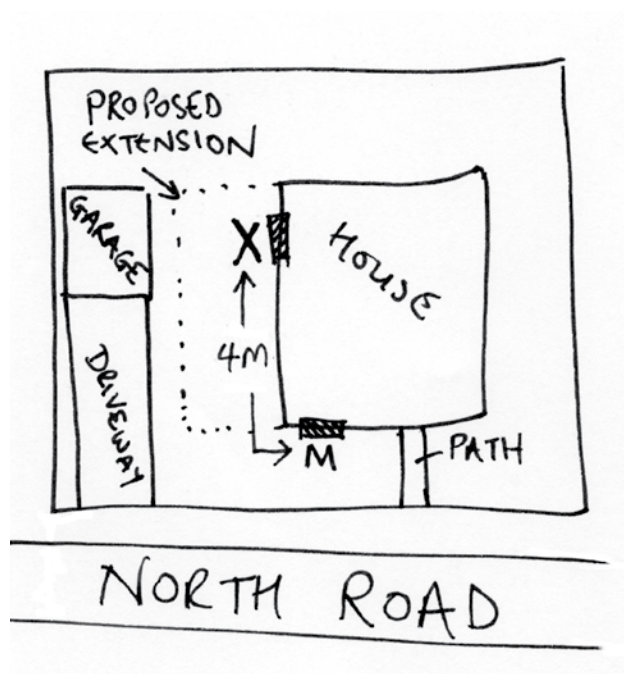
**“I am building an extension on my house and would like to move my meter.”**

The red dotted line indicates possible new service pipe routes.



**Always remember that if you are relocating your meter more than two metres from its existing position you must organise a CORGI registered engineer to reconnect your internal pipe.**

Use the empty box in section 5 of the application form to draw a sketch of your property, marking where the existing meter is positioned and where you would like it moved to. Please also include any details of planned extensions and so on. Here is an example.



Once you know where your gas service pipe will run, you can work out how much pipe you will need. Round it up to the nearest metre.

We include the first three metres of new pipe in our basic cost. You will have to pay an extra charge for every extra metre you want us to install.

If you think you need more than 20 metres of new service pipe, you will need an individual quote. Fill in the application form as usual and return it to us, but do not send any payment. We will contact you.

### Other important information

The services we offer are based on a number of assumptions. The main assumption we make is that you own the premises where we will carry out the work, or you have the owner's permission for this to take place.

Please see the full terms and conditions on the back of the application form (section 5.2) for a full list of the assumptions we make.

### Laying a pipe in someone else's land

If your new pipe runs across land you don't own (except a public road), you need permission from the person who owns that land. You should then add this permission to your property deeds. We can give you a form to help you get this permission. If you don't get the permission you need, the landowner may prevent us from carrying out the work or might take legal action against you in the future.

In some circumstances, you may need a legal document called an 'easement'. If this is the case, we will talk you through the process for getting one.

### Shared service pipes

We may find that your existing gas service pipe supplies one of your neighbours as well. If so, we need their permission to carry out any work as it will mean temporarily disconnecting their gas supply. If this situation arises we may be able to continue with your work. However, we may need to reschedule your work; if this is the case we will contact you to advise you of your new date.

### Working in the public highway

Although we have a legal right to lay your new pipe under a public road, we still need to tell your local highways authority that we plan to dig in that area. Sometimes, getting official approval takes time and this can affect how soon we can carry out your work. If you live on a main road, there will be a longer delay. We will keep you up to date throughout this process.

### Moving a supply in rented property

If you are a tenant or are filling in this application for a relative, we will need proof that you have the landlord's or householder's permission to act on their behalf.

### Reinstating your property when work is complete

If we need to lay pipe in your garden, we may need to dig up flower beds, paths or driveways.

We will carefully remove any existing slabs or bricks and re-lay your paths and driveways using the original material. However, we will not replace damaged slabs or bricks with new ones.

It may take us up to five working days after we have finished our other work to restore your property to how it was originally. Our engineers will tell you when we plan to carry out the restoration work before they leave your property.

If you have a specialist surface such as printed concrete, mosaic or coloured tarmac, we will only replace it with black tarmac as part of our standard fee.

### Specialist reinstatement

If you would like us to use a specialist restoration contractor to replace the surface, we can do this. We will charge you the extra cost of this work plus a management charge.

You should be aware that there is no guarantee that even a specialist can make an exact match, particularly if the existing surface has been worn by the weather or is no longer made.

If you think you would like to pay for this extra service, ask us for a specialist restoration form.

## Step 4: Relocating and reconnecting your meter

Once we have moved your service pipe, we will need to reconnect your meter to the gas supply.

You must decide whether you want us to do this for you or whether you would like to use another CORGI registered engineer or Ofgem Approved Meter Installer (OAMI) if your meter needs to be moved. (The engineer will charge you for the work they do).

We offer three types of reconnection service. Please refer to the enclosed price sheet and the table below.

### Choosing another installer

Please contact your chosen engineer early to make sure that they do the work as soon as possible after we move your supply pipe and you are not left without gas for too long.

Option No	Description	Our Responsibilities	Your Responsibilities
1	Full Reconnection	We will move your meter, connect it to your new service pipe, connect it to the pipework inside your property and check that all your appliances are working safely.	None, if there is less than 2 metres between the new and old meter positions. Should there be greater than 2 metres then option 2 should be chosen.
2	Partial Reconnection	If you choose this option then we will carry out the works detailed above and relocate your meter and connect it to the new service pipe. We will not however reconnect your meter to the internal pipework.	You must arrange for a CORGI registered engineer to undertake the connection between the meter and internal pipework. *
3	No Reconnection	If you do not want your meter reconnected and choose to pay only the minimum charge, we will leave the meter in its existing position and lay only the pipework to where the meter will be moved to.	You must arrange for an Ofgem Approved Meter Installer (OAMI) to undertake the necessary reconnection work. *

\*For options 2 and 3, please make sure that you contact the approved installer early to ensure they can do the work as soon as possible after we move your service pipe. If you do not have this work done, you risk being left without a gas supply until your CORGI registered engineer reconnects it.

### Setting a date for the work

When we receive your filled-in application form and payment, we will confirm in writing that we have acknowledged your order. If there are any problems with your application, we will contact you to discuss this. We aim to give you a date for when we will start the work within 20 working days of receiving your application in this office, and we will usually start the work within 60 days. It can take longer if our workload is particularly high or if we need permission from your local highways department to work in the road.

### Site surveys

In certain circumstances we may need to carry out a site survey. We will contact you to arrange a survey if necessary.

### How long the work takes

Normally we can carry out the work within one working day. However, if we arrive at your property and find that your existing service pipe is made of steel, we may have to refer the job to a specialist team. For safety reasons, we replace steel service pipes. There is no extra cost for this work but it may mean it takes us longer to change the position of your meter.

### Preparing for the work

If you are having a built-in meter box, you will need to have it installed before we arrive.

We also recommend that you move or protect any plants that are growing along the route of the pipe as we will not be able to replace them if they are destroyed or damaged.

Check that the gas pipes inside your home are correctly earthed (connected to the ground to prevent electric shocks). By law, our engineers will not be able to work unless there is a correctly-fitted equipotential bond on the pipework within 600 millimetres of your existing meter. This will normally look like a piece of green earth wire connected to your gas pipework. If there isn't one, it will be your responsibility to get a suitably qualified electrical contractor to fit one.

We will not begin work if we think the site is unsafe. Before we arrive to carry out the work, you should remove scaffolding or any other objects that may put people at risk.

### When we arrive on site

All our connections work is managed by our operating company United Utilities, but will probably be carried out by a contractor they have appointed.

All companies that carry out work on our behalf are experts and work to the highest possible standards.

### Access

We will need access to all your property to install your gas supply so please make sure you are available when we arrive.

### Choosing someone to act on your behalf

If you will not be available, you can choose another person to let us into your property. This is not ideal as we may need to make changes to the work we have planned to carry out, depending on what we find at your property. This is called a variation (see below). We need to discuss this with you before we can continue. If possible, make sure the person you have chosen to act on your behalf has your permission to agree variations with our engineering team. Whoever you choose must have proof that you have given them permission to act on your behalf. Without proof, our engineers will not be able to carry out the work until they have got permission from you.

### Variations

If we arrive at the property and find that the work you need varies greatly from that shown on your application form, we may need to change our contract and send you a new quote.

If this happens, we may be able to offer you a 'variation'. This will include a change in the price, which you or the person acting on your behalf must agree before we can continue. The new price could be higher or lower than our original quote. We will send you an invoice or a rebate (a refund of the amount you overpaid) when we have finished the work.

However, we usually find that the changes we need to make are very minor and will not affect the price you have paid.

## Step 5: Notes on filling in the application form

The numbers refer to the corresponding sections on the form.

### 1 Details of the person making this application

Make sure you have included a daytime phone number, as we may need to contact you about your order. We will also need to contact you to arrange a date to carry out your work.

### 2 Property where we will carry out the work

If you do not own the property (for example, if you are a tenant or are acting on a relative's behalf), we need to make sure you have the owner's permission.

### 3 Property details

- 3a If you need your new meter installing on the first floor or above, we will need to carry out a survey. Please fill in the form fully but do not send us any payment at this stage. We will send you an individual quotation.
- 3b This tells us whether we are likely to need to work on a public road. If so, we need permission from your local council before we can start work.
- 3c Leave this blank if none of the circumstances apply. In some circumstances, we may need to carry out a site survey.

### 4 Your meter details

- 4a A credit meter is where you receive a bill for gas you use, rather than using tokens or a top-up card. A prepayment meter is where you use tokens or a card. We need this information because the meter may not be suitable for the box you have chosen.

If you have a gas supply but do not have a meter, please tell us where your emergency control valve is. This is the handle you use to switch off your home's gas supply.

- 4b Please advise on the form the current location of your existing meter position.

- 4c A normal domestic meter can deliver gas at up to 6 cubic metres an hour, or 212 cubic feet. The information is written on your existing meter next to the dial. If your meter is bigger than this, we may need to supply a larger meter box. You will need to pay an extra charge for this.

- 4d Please describe where you would like your meter moved to. If you do not want a meter, use this space to tell us where you want the service pipe to end.

- 4e Your property has its own MPRN (meter point reference number). If you can't find it on your gas bill, please call your gas supplier.

- 4f Using the options available on the form please confirm what type of meter box you currently have.

- 4g Please advise if you require a new meter box.

### 5 Sketch plan

Use the sketch you made on page 9 as the basis for this drawing. If you plan an extension, please include the outline and dimensions (measurements). Also include rough measurements of where manhole covers and other features are positioned. If necessary, attach a separate sheet for this drawing and mark on the application form that you have attached it.

## 6 Date you would like us to carry out the work

We will try to meet your request, but it may not always be possible if our workload is particularly high. The date you give us must be at least one calendar month from the date we formally accept your order and payment. Please allow for this.

## 7 Payment due

7a The basic fee applies to all jobs. Please refer to the enclosed price sheet.

7b Decide how much extra service pipe your work will involve. We include the first three metres in the basic cost. Multiply the rest of the pipe you need by the extra length charge. For example, if you need 10 metres of service pipe (and the first three metres are included in the basic cost), the amount you write in this box would be seven (10 minus 3) multiplied by the extra length charge.

If you discover that you need more than 20 metres of new service pipe, send us the filled-in form (but not your payment) and we will contact you to provide an individual quotation.

7c Decide whether you would like us to carry out partial or full reconnection. If you do not want us to move the meter please write 'Nil'. If you decide for us not to carry out the reconnection you will need to arrange an Ofgem Approved Meter Installer (OAMI), to move your meter.

7d Add together the three relevant figures to get to the total.

## 8 Payment method

You must send us the full payment when you return your filled-in order form (unless we say otherwise on the form).

When we receive your filled-in form, we will check it. If you have added the costs together incorrectly, we will contact you to agree how the difference in costs should be paid or refunded.

## Your questions answered

### **How can I tell whether my service pipe is made of steel?**

You probably can't tell by looking at it. It may be encased in another material. We can usually tell from our records what material your service pipe is made from. However, sometimes we do not have this information in our records and we don't find out until we arrive at your property.

### **Why can't the engineers just replace the steel pipe there and then?**

We have to plan the work beforehand because it almost always involves working on a public road and needs to be carried out by specialist engineers. We will carry out the work as quickly as possible, although it will depend on our workload.

### **What happens if I need a site survey?**

We will contact you during office hours to arrange a suitable time for an appointment. Please make sure you include your contact numbers on the application form.

### **What happens if you decide to make changes to the work after the survey?**

We will tell you after the survey if we need to make changes to the work or the price you need to pay. We will also send you a written quotation if we need to, usually within three working days of the survey.

### **Why can't you just carry out a survey for every job?**

Surveying every property would increase our costs by a huge amount, and so we would have to increase our charges for customers like you. We find that most forms we get are accurate and filled in to a high standard.

### **What happens if you arrive at my property and find that I haven't filled the form in correctly?**

If our engineering team finds that the work needed is significantly different to that shown on your order form, they may ask you to sign a variation of works form. See page 13 for more details.

## Other useful contacts

For details of our standards of service and other issues  
please visit our website

[www.northerngasnetworks.co.uk](http://www.northerngasnetworks.co.uk)

Your Notes: