

ALTERING THE POSITION OF **YOUR** GAS SUPPLY



Moving your gas supply

Northern Gas Networks owns all of the gas pipelines in the North East, most of Yorkshire and northern Cumbria, servicing **2.7 million customers**. The network consists of **37,000km of gas mains**, enough to stretch from the north of England to Sydney, Australia, and back.

There are currently around **4 million households** in the UK that are not connected to the gas mains and use other sources of fuel for their heating. Some of the most common alternatives include electric, oil or coal, which are not only expensive but also damaging to the environment.

We connect **10,000 customers** to the gas mains every year, transforming the lives of people across northern England by creating warmer, more efficient homes and businesses.



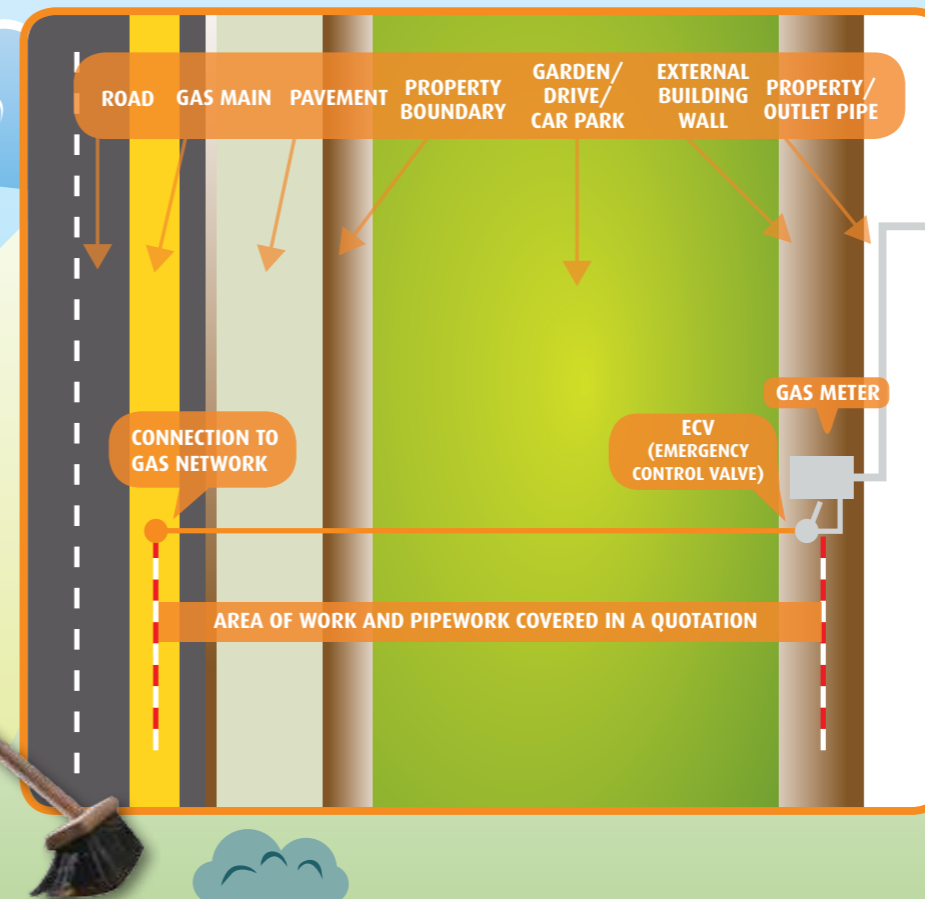
Getting the job done:

Why would I need to alter my gas supply?

If you need to move your gas meter, for example if you are planning to build an extension on your home, modernise your kitchen, build over the service pipe or if you can't access your emergency control valve (ECV) in its current position, you will need to arrange for us to relocate your gas supply.

Working on your property

The diagram below shows the area of work that we cover:



What to expect

We know that if you could choose to keep your gas meter in the same position then you would but, unfortunately, that's not always possible.

To make moving your service pipe, the pipe that connects your home to the gas main in the street, as easy as it can be, we manage every aspect of your alteration, from your initial enquiry, design and quotation to installation.

Your dedicated design representative will keep you informed every step of the way, ensuring that all work is completed on schedule and to regulatory standards.

We'll always put up barriers and cones around any excavations that we dig and take care to ensure that we maintain a safe site at all times.

Although we always aim to keep delays to a minimum, in some cases external factors can affect our timescales. An example of this could be if we discover that your property is connected to a neighbour's and we need access to your neighbour's property to carry out the work, or if we need to lay pipe in land that isn't owned by you. If this is the case, then you will need to seek the relevant permissions from the landowner before work can proceed. Please visit www.northerngasnetworks.co.uk for more information.

On the day

We will need access to your property to move your service pipe but we appreciate that our customers have busy lives and there isn't always someone at home. If you can't be there, you need to give permission for someone that you trust to take your place.

Things usually go smoothly but we may discover a problem that could not have been identified earlier. This may mean that we have to alter the scope of works, amend the contract and issue you with a new quote. This change in price will need to be agreed by yourself or a person acting on your behalf, before we can continue with the work.

We'll deliver site barriers ahead of time, and on the morning of the day that we have agreed to move your service pipe, one of our support drivers will arrive and drop off any other bulky materials and equipment required to begin the work.

Matchmaking

If we have to lay pipe in your garden, we may need to dig up flower beds, paths or driveways. It sounds scary but we'll be careful. We recommend that you remove any plants or flowers before work begins.

Our professional teams will return, usually a few days after your alteration has been made, to refill any holes they have dug. They will use the latest techniques to get a match that is as close as possible to your existing tarmac, paving or turf. Please bear in mind, however, that new paving or tarmac will always look different until it has become weathered and given the chance to blend in fully, and the end result might not be identical.

Do your own digging

If we are laying the service pipe on private land, to keep costs down it may be possible for you to excavate the land and carry out the reinstatement yourself. Please indicate on the application form if you would like to choose this option.

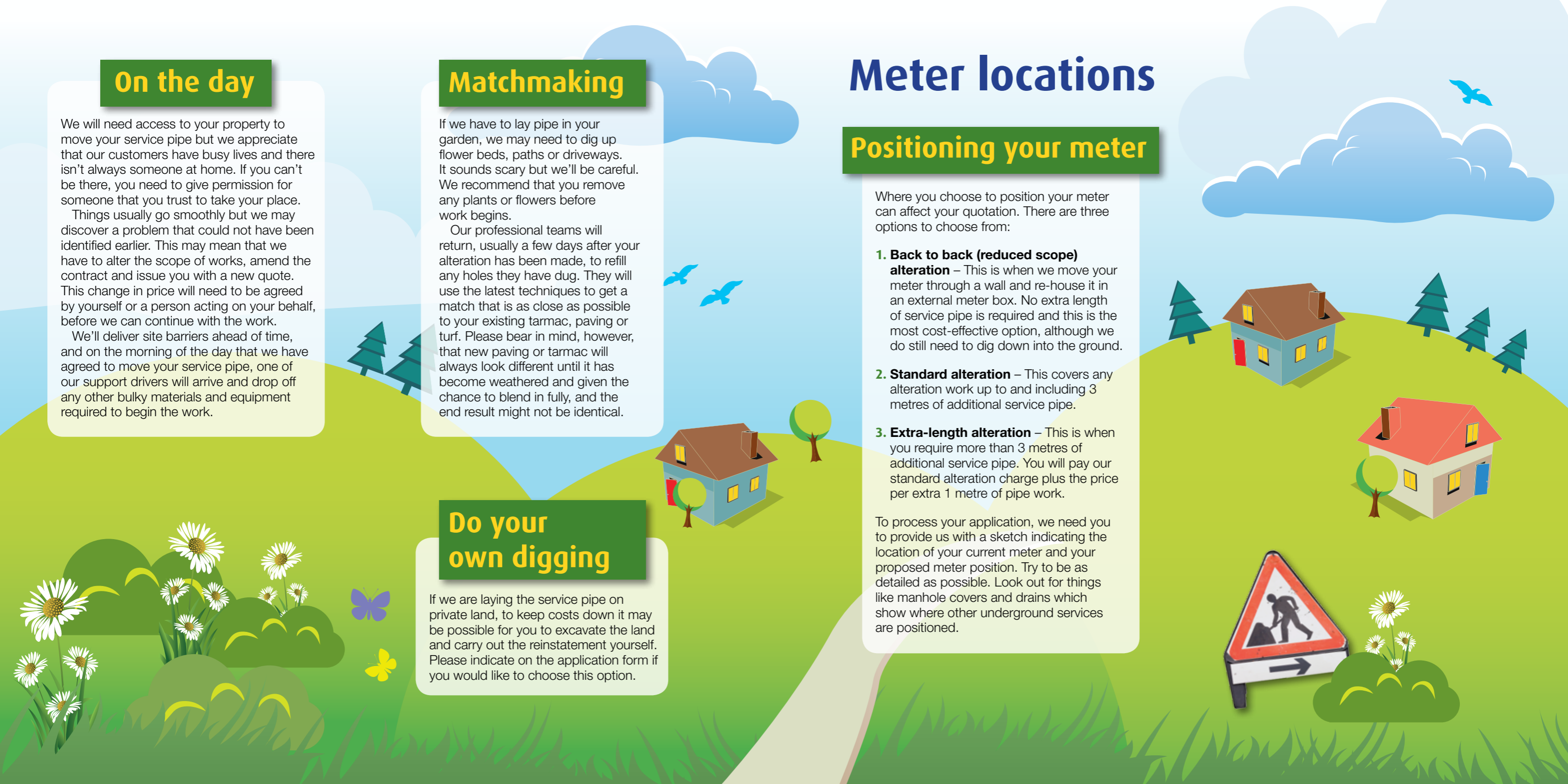
Meter locations

Positioning your meter

Where you choose to position your meter can affect your quotation. There are three options to choose from:

- 1. Back to back (reduced scope) alteration** – This is when we move your meter through a wall and re-house it in an external meter box. No extra length of service pipe is required and this is the most cost-effective option, although we do still need to dig down into the ground.
- 2. Standard alteration** – This covers any alteration work up to and including 3 metres of additional service pipe.
- 3. Extra-length alteration** – This is when you require more than 3 metres of additional service pipe. You will pay our standard alteration charge plus the price per extra 1 metre of pipe work.

To process your application, we need you to provide us with a sketch indicating the location of your current meter and your proposed meter position. Try to be as detailed as possible. Look out for things like manhole covers and drains which show where other underground services are positioned.



Need a new meter box? Take a look at our meter box menu

Your meter box menu

SURFACE-MOUNTED METER BOX

Dimensions: H503mm x W408mm x D224mm.

Location: This box bolts straight onto your outside wall.

Good for:

- If you want minimum hassle as this box will be supplied and fitted for you.
- Timber-framed properties

Avoid if:

Your walls face directly onto pavements, public footpaths or shared access routes due to its depth.



SEMI-CONCEALED METER BOX

Dimensions: H430mm x W480mm x D330mm.

Location: This box is partially buried at the bottom of your outside wall.

Good for:

- Meters positioned in gardens or flower beds as it is concealed and protected from damage.
- Timber-framed properties

Please note: If you are switching your meter box to a semi-concealed meter box, you will need to arrange for your gas supplier to change your meter.



BUILT-IN BOX

Dimensions: H595mm x W409mm x D210mm.

Location: This box is built into the structure of the wall.

You will need to arrange for your builder to supply and install this meter box and it must be fitted prior to us beginning the work.

You must make sure that the box slots into the recess and that no drill holes are used to secure it as this would render the box unsafe and delay the work.

Avoid if: You have a timber-framed property as this is considered to be a medium health and safety risk.



INTERNAL METER

Location: The service pipe enters the property above or below ground and no meter box is present.

Good for: Traditional properties where you want to preserve the external appearance.

Avoid if:

- You don't have adequate space. Your gas supplier will be able to tell you what size meter will be fitted and the space requirements.
- Your property is timber framed as this type of meter is considered to be a high health and safety risk in these types of buildings.



Please be aware that we cannot install your supply in any of the locations below:

- Close to the source of heat or where it will be affected by very hot or very cold temperatures
- Within 300mm of the flue of a gas appliance
- Within 150mm of an electricity meter
- In a boiler room or bathroom
- In or near a place used to 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 be frequently wet
- We will only move your meter if the emergency control valve also needs to be repositioned. Otherwise you will need to contact an OAMI (Ofgem Approved Meter Installer) who will be able to move the meter for you.

Reconnecting your meter

Once we have moved your service pipe, the process is nearly complete, but there is one important final step before you are back on gas - your reconnection. There are three reconnection options to choose from to suit your individual circumstances.

NO RECONNECTION

Choose if – You are having your supply moved to a semi-concealed meter box.

What we will do – We will disconnect your meter and move your service pipe to its new position.

What you need to do – Arrange for an Ofgem Approved Meter Installer (OAMI) to visit your property after we have made the alteration. They will connect your meter back to the service pipe and your internal pipework so you can use your gas. If you are changing your meter you will need to contact your supplier to re-install it.

PARTIAL RECONNECTION

Choose if – You are moving your meter 2 metres or more from its existing position or you require more than 2 metres of pipework.

What we will do – We will disconnect your meter, move it and reconnect it to the new service pipe. We will not reconnect the meter back to your internal pipework.

What you need to do – Arrange for a Gas Safe engineer to visit your property after we have left. They will connect your supply back to the internal pipework so you can use your gas.

FULL RECONNECTION

Choose if – The perfect solution if you require no more than 2 metres of pipework.

What we will do – We will disconnect your meter, relocate and reconnect it to the new service pipe and your internal pipework.

What you need to do – Nothing! Once our fitting team have arrived and reconnected your property, your gas supply will be fully restored.

Your alteration in 10 easy steps...

STEP 1

Fill in the 'Altering the Position of your Gas Supply' application form inside this brochure, tear off and return it to us.

STEP 2

We'll contact you confirming receipt of your application form and that we have all the information we need to provide you with a quote.

STEP 3

We may need to send one of our site surveyors to meet you prior to producing the quote. We will contact you by phone to arrange a suitable time.

STEP 4

We will send you a quote by post or email, whichever is easiest for you.

STEP 5

If you wish to accept the quote, please fill in the acceptance form and return with the payment by the date stated.

STEP 6

We will contact you to confirm we have received your acceptance and payment. We'll then start planning your job.

STEP 7

We will contact you by phone to agree the best possible date for the work to start and finish. We will then follow the call with a reminder card.

STEP 8

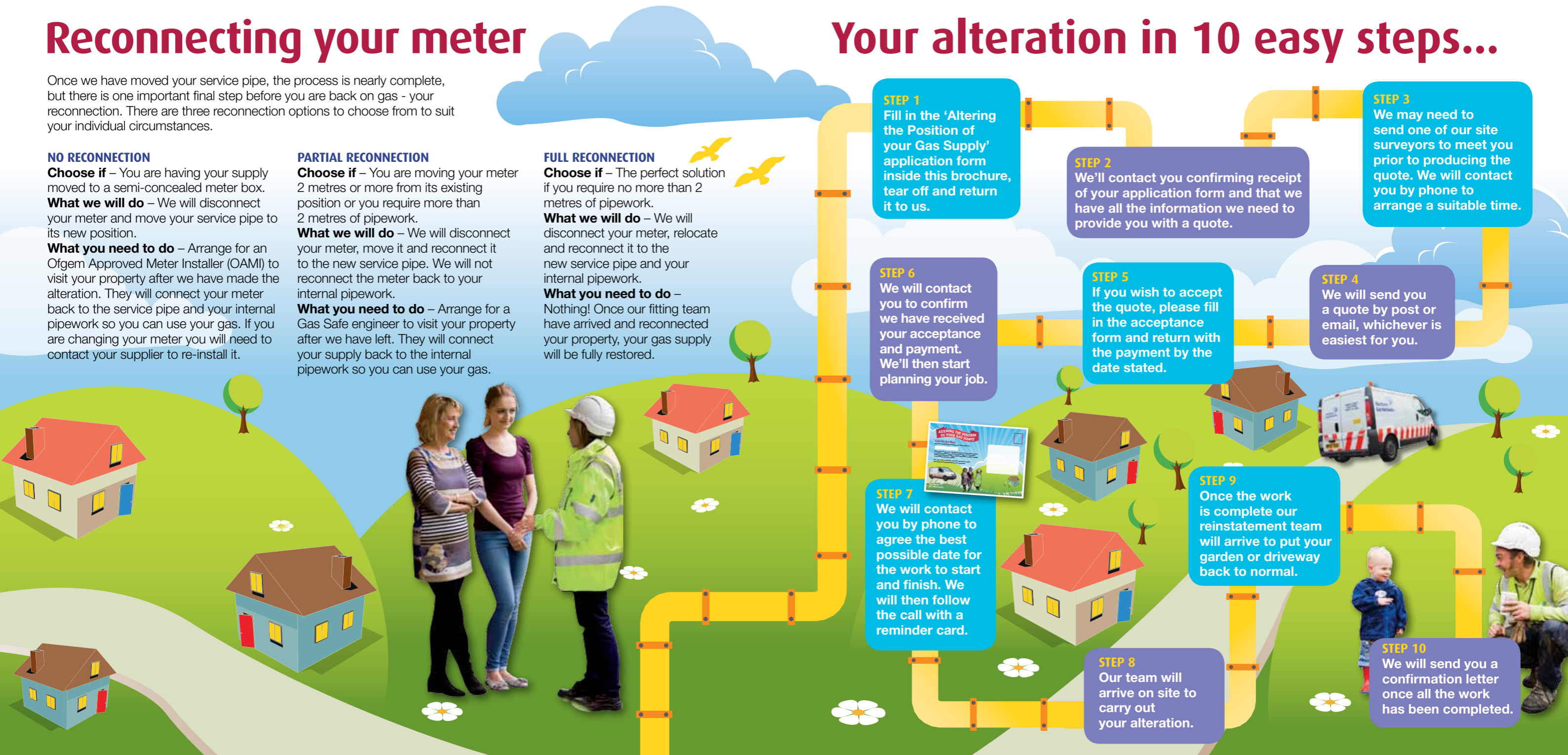
Our team will arrive on site to carry out your alteration.

STEP 9

Once the work is complete our reinstatement team will arrive to put your garden or driveway back to normal.

STEP 10

We will send you a confirmation letter once all the work has been completed.



Getting in touch

To apply to move the position of your gas supply, complete the application form enclosed in this brochure and post to:

Northern Gas Networks
Connections
1st Floor
1 Emperor Way
Doxford International Business Park
Sunderland
SR3 3XR

Alternatively, call 0870 300
7677 or email [gasconnections@
northerngas.co.uk](mailto:gasconnections@northerngas.co.uk)

For more information
visit our website:
www.northerngasnetworks.co.uk

Follow us  @NGNgas

Like us  Search for
Northern Gas
Networks

Smell gas? Call the National Gas
Emergency Service on 0800 111 999.
All calls are free and may be recorded
for training purposes.

Altering the Position of your Gas Supply Application form

ALL SECTIONS OF THIS FORM NEED TO BE COMPLETED IN ORDER FOR US TO PROCESS YOUR APPLICATION. IF YOU NEED HELP FILLING OUT THIS FORM, PLEASE CALL A MEMBER OF THE TEAM ON 0870 300 7677 BETWEEN THE HOURS OF 8AM-6PM, MONDAY TO FRIDAY.

Site details (please use the address where you would like the alteration to be made)

Title

Contact name

Company name (if applicable)

House Name / Number

Street Name

Postal Town

Postcode

Email Address

Telephone Number

Mobile Number

Keeping in touch

Please let us know how you would prefer to be contacted:

Telephone

Email

Text

Post

Your details (This is the address where correspondence will be sent, if different from the site address)

Title

Contact name

Company name (if applicable)

House Name / Number

Street Name

Postal Town

Postcode

Email Address

Telephone Number

Mobile Number

Keeping in touch

Please let us know how you would prefer to be contacted:

Telephone

Email

Text

Post

Property type (This section gives us specific details regarding the property)

What is the type of property?
(Terrace, Semi-detached, Detached, Flat, Other – please state)

If your property is a Flat, please specify the floor level

Is the building Grade Listed? Yes No

Is there anything else that might affect the way we carry out the work?
(Walls are thicker than normal/parking restrictions/conservation area/other – please specify)

Meter and meter box details

What sort of meter box do you have at the moment?
(Credit meter/prepayment meter/no meter)

Where is your meter located?
(kitchen cupboard, under stairs, lounge, garage, outside, other – please specify)

What is your meter point reference number? (If you can't find this number on your meter, contact your gas supplier and they will be able to tell you)

Are you able to access your ECV (Emergency Control Valve) to turn it off? Yes No

If your meter box is outside, what type of box do you have?
(surface-mounted, semi-concealed, built-in)

Will you require a new meter box? Yes No

If YES, please indicate which type (surface-mounted, semi-concealed, built-in).

Please note: we do not supply or install built-in meter boxes

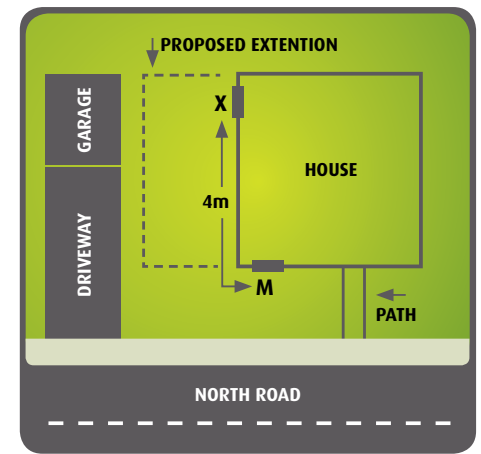
Meter location

Please provide a sketch of your property. This must include:

- a) The road name
- b) Your current meter position (use an 'x' to show this)
- c) Your proposed meter position (use an 'm' to show this)
- d) The distance in metres between 'x' and 'm' – always round UP to the nearest metre
- e) Any important features like garages, porches, conservatories

Please add your sketch here:
Please note that the quote we will provide is based on this information. Please ensure that meter positions and measurements are accurate.

Example sketch



On-site excavations

Will you be doing your own digging?
Yes No

Confirmation signature

Signature

Name

Date

