



## **NGN STATEMENT OF EXCLUDED CONNECTIONS**

### **PARAGRAPH 7e OF STANDARD SPECIAL CONDITION D10 OF THE GAS TRANSPORTER LICENCE**

**This statement is effective from 01 June 2014.**

Specific enquiries regarding this document should be forwarded to:

**METHAB AFZAL  
PERFORMANCE PRICING ANALYST**

Northern Gas Networks  
Pottery Fields House  
Kidacre Street  
Leeds  
LS10 1BD

**Telephone:** 07816 066774  
**Email:** [mafzal@northerngas.co.uk](mailto:mafzal@northerngas.co.uk)



## Background

Paragraph 7(e) of Standard Special Condition D10 of the Gas Transporters Licence of Northern Gas Networks Limited provides that Standard Special Condition D10 shall not apply to requests for connections classed as excluded connections. Excluded connections are to be defined in a statement issued from time to time by the licensee and agreed with the Authority, after such consultation that the Authority directs. The statement is detailed below.

## Statement of Excluded Connections

Excluded connections are detailed as follows:

- Complex connections
- Infills
- Any requests requiring an element of non-contiguous reinforcement where the non-contiguous reinforcement total expenditure is greater than £20,000
- Requests deferred by the customer
- Self Quotes are excluded only from the Quotations standard
- Budget Indication requests
- Sites of special scientific interest (SSSI) and other national or internationally designated sites such as, but not limited to, National Parks, World heritage sites and nature reserves.



## Contact information

### **Operational Contacts**

For all General Connections enquiries please contact 0870 3007677 or email:  
[gasconnections@northerngas.co.uk](mailto:gasconnections@northerngas.co.uk)

### **Complaints**

If there is a problem with the service you have received from NGN, please contact us in writing, by e-mail or by telephone. It will be helpful, when contacting us, if you can provide any information relating to your case (i.e. reference numbers so that we can deal with your complaint more quickly).

We will be better able to help you if you direct your complaint / query to contacts below.

A written complaint / query should be sent to:

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

**Telephone complaint:** 0845 634 0508 (office hours)

**E-mail complaint:** [customercare@northerngas.co.uk](mailto:customercare@northerngas.co.uk)

Copies of our complaints procedure can be found on our website:

<http://www.northerngasnetworks.co.uk>.

In the first instance complaints should be raised with NGN at the above address. If the matter is not resolved it should be referred to the Energy Ombudsman.

If the Ombudsman are able to help they will study your complaint, make a decision and let you know what they have decided.

If the Ombudsman believes there may be a case to answer then NGN may be required to:

- provide an apology; or
- provide an explanation; or
- take corrective action; or
- if appropriate, pay compensation

### **Please note:**

The Ombudsman is not able to help you unless you have gone through our complaints procedure first.

The Energy Ombudsman can be contacted as follows:

Energy Ombudsman  
PO Box 966  
Warrington  
WA4 9DF

**Telephone:** 0845 055 0760

**Fax:** 0845 055 0765

**Email:** [enquiries@energy-ombudsman.org.uk](mailto:enquiries@energy-ombudsman.org.uk)

**Website:** [www.energy-ombudsman.org.uk](http://www.energy-ombudsman.org.uk)

If it ultimately proves necessary to refer the matter to Ofgem for a determination correspondence should be addressed to:

The Chairman  
The Gas and Electricity Markets Authority  
Office of Gas and Electricity Markets  
9 Millbank  
London  
SW1P 3GE

**Address for enquiries relating to this statement**

Any enquiries relating to this statement should be sent to the address given below.

Performance Pricing Analyst  
Northern Gas Networks  
Pottery Fields House  
Kidacre Street  
Leeds  
LS10 1BD

**Telephone:** 07816 066774

**Email:** [mafzal@northerngas.co.uk](mailto:mafzal@northerngas.co.uk)

