Northern Gas Networks

ALTERING THE POSITION OF YOUR GAS SUPPLY

MULTIPLE PROPERTIES, INDUSTRIAL AND COMMERCIAL

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.

We connect **10,000 customers** to the gas mains every year, providing efficient warmth to homes, shops, factories and businesses across northern England. Whatever the size or scale of project, we'll provide you with a timely and cost-effective alteration.

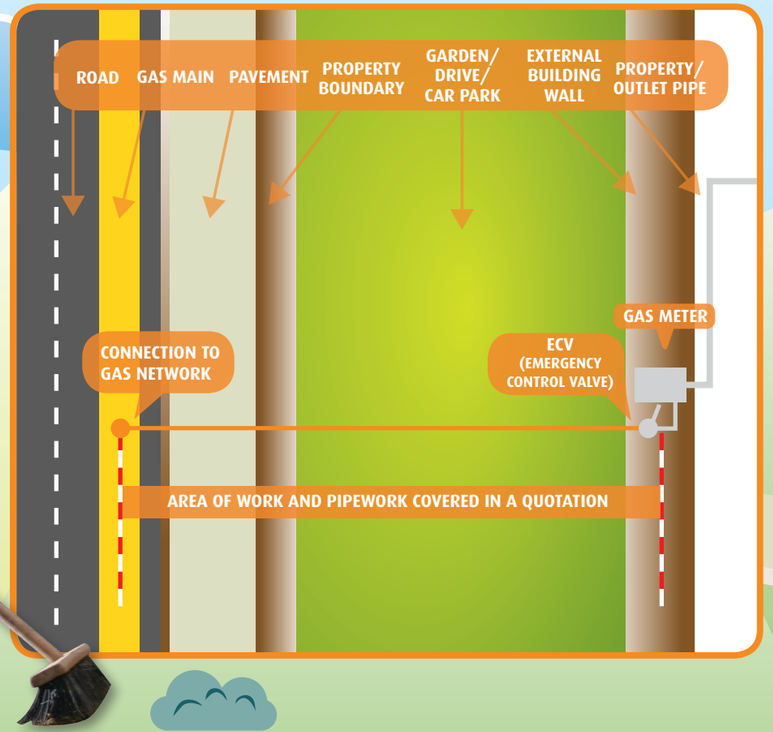
Getting the job done:

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, 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.

How we work

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



What to expect

Whether you're a start-up or a large industrial user, we know that for you, time is money. 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 hassle free 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 another and we need to access the adjoining 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 to access your property to move your service pipe, but we appreciate that you may not be on site 24/7. 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 without a site visit. This may mean we have to alter the scope of works, amend the contract, and issue you with a new quote. This new price will need to be agreed before we begin the work.

Before we can get started we'll need the site to be clear of scaffolding. Barriers will be delivered to the site in advance, and on the morning of the day that work is due to commence our support drivers will arrive and drop off any additional materials and equipment required. The site team will follow shortly after.

If you have any questions, or there is anything the team can do to help you while on site, please don't hesitate to ask.

Matchmaking

We may need to dig up roads, pavements, gardens, driveways or paths to lay the service pipe and we recommend that you remove any shrubs or plants before we arrive on site.

Our professional teams will refill any excavations they have dug and use the latest techniques to fill them in and tidy up at the end of the job so that your site looks as good as it did before we arrived.

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. If you choose to do this you will need to have pre-excavated the routes for the pipe and laid your ducting before we arrive. You can find guidance about doing your own site works on our website.

How quickly can I expect the work to be completed?

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 have to excavate in contaminated land or if we need to lay pipe in land that isn't owned by you. If this is the case, you will need to seek permission from the landowner before work can go ahead. Please visit **www.northerngasnetworks.co.uk** for more information.

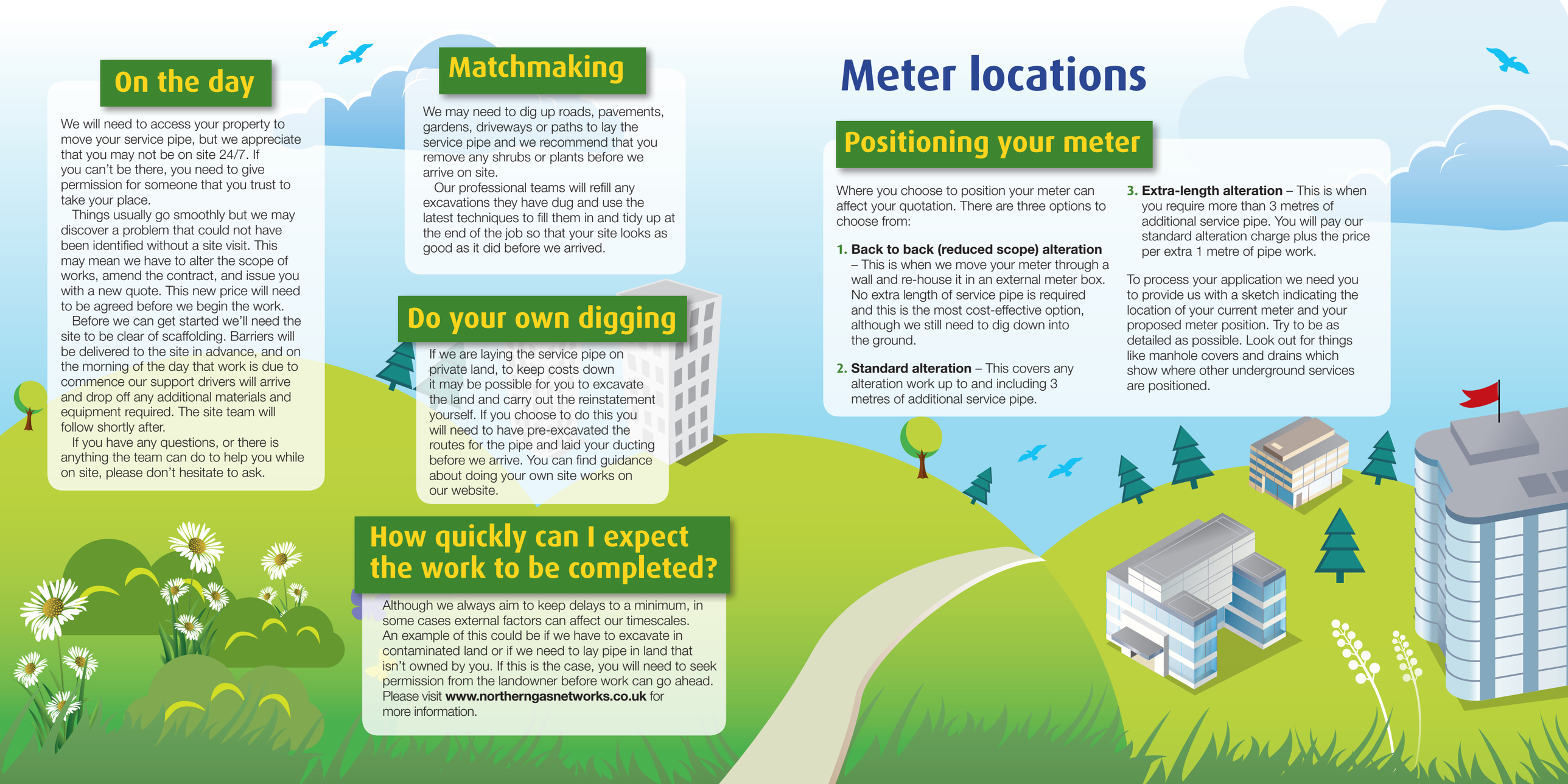
Meter locations

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 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 on to 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 on to 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: H596mm 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.

METER KIOSK

Good for: Properties with peak hourly loads greater than 65Kw as the gas meter will not fit into the boxes described above.

If you want us to install a meter kiosk, please let us know the make and model that you require – speak to your gas supplier if you are unsure. We can supply a concrete base for your kiosk but we will need to know what size you require.

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 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 cooking 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.

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
FAO Connections
1100 Century Way
Thorpe Park Business Park
Leeds
LS15 8TU

Alternatively, call 0800 040 7766, option 2 or email connections@northerngas.co.uk
For more information visit our website:
www.northerngasnetworks.co.uk

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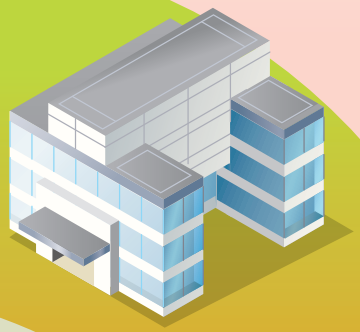

Smell gas? Call the National Gas Emergency Service on **0800 111 999**. All calls are free and may be recorded for training purposes.