Northern Gas Networks

NEW GAS CONNECTION

– MULTIPLE PROPERTIES, INDUSTRIAL AND COMMERCIAL





A vital connection

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.

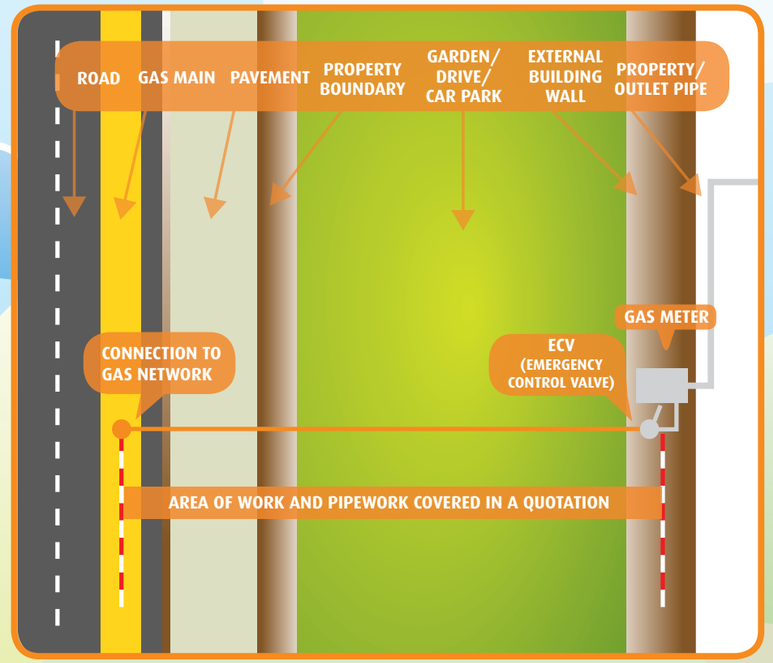
Whatever the size or scale of your project, we'll provide you with a timely and cost-effective new connection.



Getting the job done:

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. We are just one cog in the wheel to getting your venture up and running or keeping your operations ticking over smoothly. That's why we take time to understand your requirements and the deadlines that you are working to, to help make your journey to a new connection as hassle free as possible.

You will work alongside a dedicated design representative from your initial enquiry, design and quotation, to installation, ensuring that all work is completed as quickly as possible and to regulatory standards.

It's important to be aware that in some circumstances we may have to interrupt the gas supply to neighbouring properties while we connect you to the service pipe. And, if we are laying pipe under a public footpath or highway, we will need to give adequate notice to the local council and create a safe working area, which may mean that diversions or road closures are necessary. Whatever the situation, we'll make sure that everyone is informed and we'll always aim to keep the level of disruption to a minimum.

On the day

Before we can begin the work to connect a property to the gas mains, we'll need the site to be clear of scaffolding. If we are laying the service pipe on private land, and you are completing the preparations yourself, 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.

Barriers will be delivered to the site in advance, and on the morning of the day that work is due to start our support drivers will arrive and drop off any additional materials and equipment required. The site team will follow shortly after.

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.

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 return, usually a few days after your gas connection is complete, 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.

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 box and meter kiosk options

Our scope of works will include bringing the service pipe from the public footpath or road to your preferred meter position and providing and installing the meter box where possible.

Wherever possible, the pipe we lay should run in a straight line and terminate at the face of the property closest to the gas main, or no more than 2 metres down a side wall.

To process your application we need you to tell us where you would like the service to terminate by pinpointing the position on your site plan (scale 1:1250 is preferable) and returning it to us with your completed application form. We cannot lay service pipes underneath buildings such as sheds, garages, conservatories or porches. Look out for things like manhole covers and drains which show where other underground services are positioned.

There are three meter boxes to choose from: a surface-mounted box, semi-concealed meter box and built-in box as well as an internal meter and a meter kiosk.

A meter box will be supplied for each property when the gas service is laid (you will need to arrange for your builder to supply and install the built-in meter box) and we will contact you with your meter point reference number/s and emergency control valve pressure tier/s when we let you know your planned start date. On receipt, you will need to contact your gas supplier to provide them with this information - it is important that this is done before work is due to commence.

Remember that once we've connected you to our service pipe you won't have gas until you've contacted your gas supplier and your meter is connected to your appliances. Your gas supplier can arrange connection, but if you would rather organise this directly, any Ofgem Approved Meter Installer (OAMI) or a Gas Safe-registered engineer with meter qualifications will be able to do this for you.

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.

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



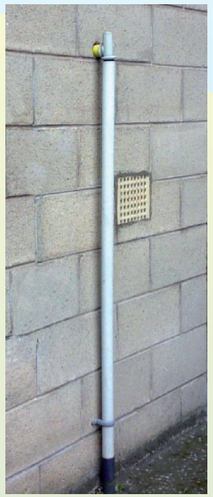
Dimensions: H430mm x W480mm x D330m.
Location: This box is partially buried at the bottom of your outside wall.
Good for:
- Meters positioned in gardens or flower beds as it is concealed and protected from damage.
- Timber-framed properties.
- If you want minimum hassle as this box will be supplied and fitted for you.

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.

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**

A step-by-step guide to a new connection...

Although we don't supply gas meters or gas, we do everything else. Visit the Consumer Focus website **www.consumerfocus.org.uk** or call **020 7799 7900** for a list of gas suppliers.

STEP 1
Fill in the 'New Connections - Multiple properties, Industrial and Commercial' application form at the back of this brochure, tear off and return to us.

STEP 2
You will be allocated a dedicated design representative who will work with you every step of the way. He or she will contact you to confirm receipt of your application form and that we have all the information to provide you with a quotation.

STEP 3
We may need to send one of our site surveyors to meet you prior to producing the quotation. We will contact you by phone to arrange a suitable time.

STEP 4
We will send you a quote by post or by email, whichever is easiest for you.

STEP 5
If you wish to accept the quotation, 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
Once you have received your planned connection date you will need to contact your gas supplier to arrange a time for them to connect your gas appliances to your meter. This can only happen once we have connected the service pipe from your property to the gas mains. Please remember that you won't have gas until this has been done.

STEP 9
A member of the team will contact you by phone to prepare you for our visit. They will monitor your job from start to finish and keep you updated on the progress.

STEP 10
We will send you a confirmation letter once all work has been completed.

Getting in touch

To apply for a new gas connection, complete the application form enclosed in this brochure and post, along with your site plan, 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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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.