Northern Gas Networks

YOUR NEW CONNECTION

Getting you connected

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.

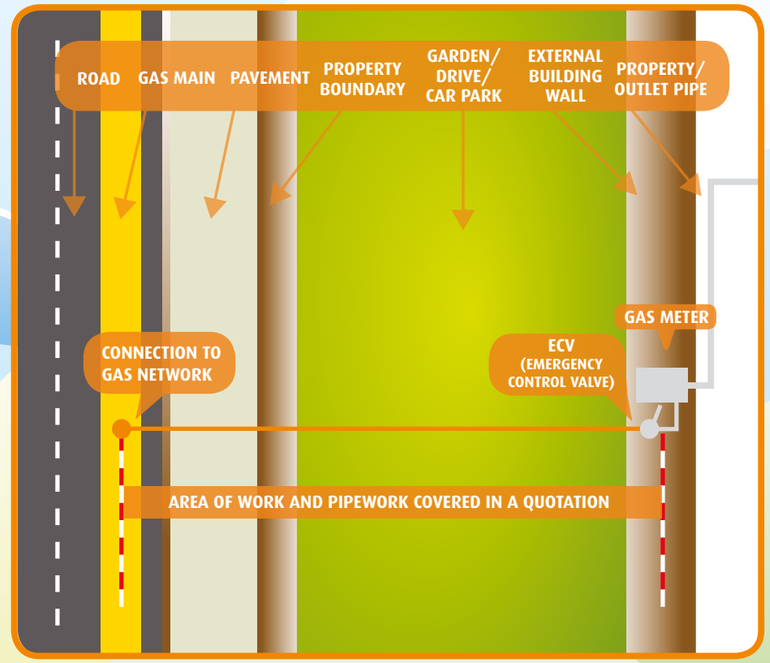
There are currently around **4 million households** in the UK that are not connected to the gas mains and use other sources of fuel for their heating. Some of the most common alternatives include electric, oil or coal, which are not only expensive but also damaging to the environment.

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

Working on your property

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



What to expect

Installing a new gas supply is a life-changing event and you want to know that you're in safe hands.

We manage every aspect of your new connection, from your initial enquiry, design and quotation to installation.

We want to make your whole experience hassle free, so our 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 to lay your service pipe and take care to ensure that we maintain a safe site at all times.

If you're expecting a delivery that you think could be affected by our work, or run a business from your property, please be sure to speak to one of our engineers to make arrangements, or call us on **0800 040 7766**.

On the day

We will need access to your property to connect you to the gas mains but we appreciate that our customers have busy lives and that 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 before work was due to start. 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 the person acting on your behalf, before we can continue with the work.

We'll deliver your site barriers ahead of time, and on the morning of the day we have agreed to install your new connection, 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 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 been 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, that's the pipe that connects your home to the gas main in the street, 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.

A bit of extra support

Rising energy costs and falling wages mean that keeping warm is proving increasingly difficult for thousands of customers across our region.

The North of England has one of the highest levels of fuel poverty in the country, with **24% of households** estimated to spend more than **10% of their income** on heating.

We're helping to create warmer, more environmentally friendly homes, which are easier and cheaper to heat, by providing free or discounted gas connections for customers who are struggling financially.

As well as help with your connection, you may also be able to get funding for a new heating system, and other related support.

You may qualify for a free or discounted gas connection, and other heating support, if:

- You live in an existing dwelling

And if you meet one or more of the following criteria:

- You spend more than 10% of your total household income on heating, or
- A member of your household receives certain benefits, or
- You live in an area eligible for support, as designated by the energy regulator

If this sounds like you, these are the next steps:

STEP 1: To request an assessment, visit www.ce-cic.org.uk and complete the online contact form, or call 0113 426 1616.

STEP 2: We will arrange for a full assessment to be carried out and advise if you are entitled to support. If eligible you will be issued with a unique assisted connection voucher code. We will also discuss assistance for gas heating, energy advice and a benefit entitlement assessment.

STEP 3: Complete and return the gas connection application form in this brochure, including your assisted connection voucher code, if applicable.

Check the meter

Wherever possible, the pipe that we lay should run in a straight line and terminate at the face of your 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 want the gas service to be laid, by pinpointing the position on the map in the attached 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.

We install all of the following meter boxes other than the built-in box. If you would like this type of box you will need to contact your gas supplier to arrange installation.

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 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
- If you want minimum hassle as this box will be supplied and fitted for you

BUILT-IN METER 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.

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 you use 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**

My new connection in 10 easy steps...

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 Domestic Gas Connection' application form inside this brochure, tear off and return it 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 confirming receipt of your application form and that we have all the information we need 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 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.

STEP 9
Our team will arrive on site to carry out your new connection.

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 to:

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

YOUR FEEDBACK IS IMPORTANT...

Once we've finished, you may receive a survey through the door asking you to let us know how the work went. This may be sent on behalf of our industry regulator, Ofgem, or direct from us. All feedback helps us to improve our customer experience so even if you don't receive a survey, we'd still love to hear from you.

Please call us on 0800 040 7766, option 2
or you can email your feedback to gasconnections@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.