

Your connections checklist

Domestic customer – existing building

If you're a domestic connection customer on an existing building we need:

- To know if you qualify for fuel poor funding. Please visit: northerngasnetworks.co.uk/gas-connections/get-connected/funding-help/ to see if you qualify

Domestic customer – new build

If you're a domestic connection customer on a new build (up to four properties) we need:

- A site plan (to scale) including existing geography – this is so we can overlay it on our gas plans to ensure we can find a suitable route.

Non-standard/commercial connection customer (more than four properties)

If you're a non-standard/commercial connection customer (more than four properties) we need:

- A site plan (to scale) including existing geography – this is so we can overlay it on our gas plans to ensure we can find a suitable route.
- Information about your gas loads

Domestic alteration

If you're a domestic alteration customer we need:

- Your meter point reference number (MPRN) – you can find this on your gas bill
- A sketch of your meter location and the proposed location. This needs to be as detailed as possible. Look out for things like manhole covers and drains which will help us know the location of other utilities
- The type of alteration

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 covered any alteration work up to and including 3 meters of additional service pipe.

3. Extra-length alteration

This is when you require more than 3 meters of additional service pipe. you will pay our standard alteration charge plus the price per extra 1 metre of pipe work.

- Is your Emergency Control Valve (ECV) accessible?
- What type of reconnection is required?

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 it's existing position or you require more than 2 meters 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 meters 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.