



**NGN STATEMENT OF COMPLEX CONNECTIONS
(SUFFICIENTLY COMPLEX JOBS)**

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

This statement is effective from 11 March 2019

Specific enquiries regarding this document should be forwarded to:

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Background

Paragraph 7(d) 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 complex connections. Complex 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 Complex Connections

A connection or load increase request is designated to be of Sufficient Complexity when it requires significant design effort prior to Northern Gas Networks Limited being able to produce a quotation to construct apparatus.

When a project is determined to be of Sufficient Complexity Northern Gas Networks Limited will quote for, charge and carry out the design of apparatus prior to estimating the cost of constructing any equipment. (Northern Gas Networks Limited may decide that it is appropriate to split the design works into stages e.g. feasibility study, conceptual design study etc. with each stage being quoted, charged and completed before commencing a subsequent phase.)

Northern Gas Networks Limited charges for Sufficient Complexity Jobs on the basis of anticipated cost plus applicable overheads.

In the interest of consistency Northern Gas Networks Limited uses published criteria (detailed below) to determine whether a request is of Sufficient Complexity.

Connection and reinforcement related apparatus might be of Sufficient Complexity. If a project includes both reinforcement and connection works then each part will be considered separately when determining whether the project is of Sufficient Complexity.

Sufficiently Complex connections occur when the connection is to be made to an above 7 barg system, or where there are known obstacles on the proposed route of the new apparatus and the anticipated total cost of the construction works including applicable overheads is expected to exceed £10,000, or where the total construction costs including applicable overheads, based on past experience of projects of a similar nature, is expected to exceed £100,000.

Sufficiently Complex reinforcements occur when the reinforcement includes any apparatus that is designed to operate at above 7 barg or where there are known obstacles on the proposed route of the reinforcement apparatus and the anticipated total cost of the construction works including applicable overheads is expected to exceed £10,000, or where the total construction costs including applicable overheads, based on past experience of projects of a similar nature, is expected to exceed £250,000. (A list of obstacles is detailed below).

All Entry and Storage connections are treated as being of Sufficient Complexity. Once completed Northern Gas Networks Limited will supply the customer with a design report in respect of Sufficiently Complex Connections. The customer may use the information in this report, under licence, in respect of the hire of an Independent Connection Provider to construct the connection apparatus with the exception of any Minimum Connection element. Northern Gas Networks Limited will not provide a design report in respect of other types of Sufficiently Complex Jobs.

List of Obstacles

The list below details those obstacles, which have the potential to cause a project to be determined to be of Sufficient Complexity. Projects which have at least one obstacle and which are exclusively <7 barg will only be determined to be Sufficient Complexity if they are likely to cost in excess of £10,000 including overheads.

List of obstacles:

- Works which involve the crossing of, or which are affected by, the presence of motorways, dual carriageways or highways, which have been designated by the Highway Authority to have Special Engineering Difficulties.
- Works which involve the crossing of, or which are affected by, the presence of a railway line or tramway.
- Works which involve the crossing of, or which are affected by, the presence of a river, stream, estuary or canal (navigable or otherwise), body of water, aqueduct, or a drainage channel.
- Where works are in, or likely to affect, a Site of Special Scientific Interest, nature reserve, scheduled monument or archaeological site.
- Where works are situated within, or likely to affect, a woodland, marsh, peat bog or coastal wetland.
- A connection to a listed building.
- Connections to existing blocks of flats where any service pipe will terminate more than two stories above the adjacent ground level or where internal risers are requested.
- Connections to new blocks of flats where any service pipe will terminate more than five stories above the adjacent ground level.
- Works which involve any requirement for a public enquiry or planning permission, including planning permission associated with any buildings including meter houses
- Where the route of any apparatus involves a significant (greater than 2m) change in elevation within a short horizontal distance e.g. a cliff or retaining wall.
- Where any apparatus will be laid in contaminated ground, disused slag heaps or rubbish dumps.
- Where any apparatus will be laid in land likely to suffer from severe subsidence or other significant ground movement including the laying of apparatus near to disused mine shafts / workings.
- Where works are likely to be affected by special security provisions, e.g. military bases, prisons etc.
- Where works will take place within top tier COMAH sites.
- Where an easement or other legal permit has to be obtained from any person other than the person requesting the works.
- Any other works where special difficulties or unusually high costs might occur.



Contact information

Operational Contacts

For all General Connections enquiries please contact 0800 040 7766 or email:
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: 0800 040 7766 (office hours)

E-mail complaint: 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

Website: 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

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