

# Scotland Gas Networks (SGN) Connections Service Charges

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**SGN**

Your gas. Our network.

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Please note, you don't have to use us for gas connections, alterations or disconnections. You may choose another contractor to provide these services. If you do, you must choose a contractor who is registered as an independent gas connection provider under the Gas Industry Registration Scheme (GIRS). A list can be found at the following websites:

<http://www.lr.org/en/utilities/gas-industry-registration-scheme-girs/search>

<http://www.eua.org.uk>

## 1.1 Use of standard charges

We use standard charges for work such as new domestic standard connections, domestic alterations and disconnections. The standard charges set out within this document include:

- Labour costs, including travelling to and from the site
- Materials – pipe, meter boxes, fittings
- Reinstatement – tarmac, concrete, sand, etc
- Waste management charges – disposal of materials to landfill or recycling
- Traffic management charges
- Cost of traffic lights and controls (to comply with the New Roads and Street Works Act 1991, as amended) and
- Overheads - which include fuel, equipment, protective equipment, supervisory staff, site visits and associated administration costs

## 1.2 VAT

It should be noted that all charges are exclusive of Value Added Tax (VAT) apart from the meter box repair standard charges. We'll apply VAT at the rate appropriate to the work being carried out in accordance with HM Revenue and Customs (HMRC) rules.

## 1.3 Network analysis

It should also be noted that following revisions to policy document SGN/SP/NP/14, we'll no longer provide a chargeable network analysis service when dealing with the specification and design for system extensions, connections and services to less than 7 barg networks.

## 1.4 Traffic management

We may incur additional costs to meet traffic management requirements if we have to carry out work on public footpaths or highways. We have the right to pass these costs on to customers as well as any liabilities relating to prevailing traffic management legislation. Where a job results in abortive visits by us and additional traffic management costs are incurred, these may also be charged to the customer. The charges associated with the Traffic Management Act 2004 will be applied to each connections job at the rate appropriate for the highways authority in whose geographical area the work takes place. This policy has been adopted because permit charges levied by highways authorities will differ.

## 2 Domestic connection standard charges

### 2.1 Standard charges for the connection of an individual domestic property anticipated to consume 73,200kwh per annum or less

SGN to excavate and reinstate in private land	Customer to excavate and reinstate in private land	Zero length in private land
£668	£546	£424

Charges shown above are exclusive of VAT which will be charged at the applicable rate

### 2.2 Application criteria

To be eligible for a standard charge, the new connection must be:

- For an individual domestic property anticipated to consume 73,200 kWh per annum or less
- Within 23 metres of a relevant SGN main with no engineering difficulties or obstacles present that would result in more than 23m of pipe being laid to the boundary of the property
- Up to a maximum of 20 metres of service pipe to be laid on land owned or occupied by the person requiring the connection
- Service connection is not more than three metres above the exterior ground surface level
- To a property having no existing gas supply
- To a property that is used, or proposed to be used, mainly or wholly for domestic purposes
- Operating at a pressure equal to or less than 2 barg

**Where third party servitudes are required, this cost will be in addition to the charges above.**

Any individual property that meets the criteria above is eligible for standard charges, regardless of whether the inquiry is part of a single or multiple connection request. Where the above criteria are not met, a bespoke quote will be provided for the required connection work.

### 2.3 Description of charging categories

#### Including excavation and reinstatement

This category refers to circumstances where we carry out excavation and reinstatement of trenches etc. This is for both public and private land. When an excavation is required and a specialist surface (e.g. mosaic, coloured tarmac, tiles etc.) is encountered, the customer may choose to pay the standard charge and have excavations reinstated with black tarmac or re-laid slabs (without any damaged modules being replaced by new ones), or they may choose to pay a supplementary charge for a specialist reinstatement contractor. We do not guarantee that an exact match can be achieved, particularly if the existing surface is weathered or the original surfacing material is no longer manufactured.

In some instances, SGN may elect to use a trenchless technique to carry out part/all of the work (i.e. moleing or core & vac), please note this would not incur any additional charges or discount to the standard charges.

Customers are advised to relocate or protect growing plants because we won't replace them if they're damaged during our work, other than at our sole discretion.

#### Excluding excavation and reinstatement

This category refers to the circumstance where the customer has elected to carry out the excavation and reinstatement of trenches etc. on private land. The customer must complete the excavations prior to us attending site or else we won't be able to carry out our work, and this may result in an abortive visit charge. All work in the public highway and 3<sup>rd</sup> party land will be carried out by us.

**Zero length on private land**

This category refers to the circumstance where there is no work required on private land (apart from the service termination). All the excavation and reinstatement work will be carried out by us and will be in the public highway.

**2.4 Other information****Infill schemes**

In areas where there is a gas main within reasonable proximity, yet there are groups of houses, villages or towns without a mains gas supply, we carry out a project to extend our gas main to connect such premises. This is called a live Infill scheme. Any properties falling within a live Infill scheme that meet the above standard charge eligibility criteria, will be required to pay a mains contribution cost plus the appropriate standard charge.

**Domestic load connection allowance (DLCA)**

This allowance is taken into account in the calculation of the domestic connection standard charges (see Appendix A).

**Meter boxes**

The charges include for the provision of a bolt-on meter box or unibox where applicable. Where a built-in meter box is required, it must be provided by the customer and correctly installed prior to us beginning our engineering work. No discount from the standard charges indicated in the table is available if the customer supplies their own meter housing.

On completion of our work, a meter box becomes the property of the customer and they are responsible for ongoing maintenance. We'll provide a chargeable replacement on request.

**Additional information**

We may carry out work additional to that required by the customer in order to ensure we develop and maintain our pipeline system in an economic and efficient manner. Where this occurs, the cost of any additional work won't be charged to the person requiring the new connection.

## 3 New housing standard charges

### 3.1 Standard charges for the connection of new properties in multiple developments where individual properties are anticipated to consume 73,200kwh per annum or less

Number of properties	Charges per property
From 3 to 10 properties	£1,067
Each additional plot from 11 to 250 properties	£647

Charges shown above are exclusive of VAT which will be charged at the applicable rate

### 3.2 Application criteria

New housing standard charges are applicable to multiple new housing requests and include for a low pressure (LP) or medium pressure (MP) network connection and up to 20 metres of feeder main to the site together with the necessary site mains and services. Services should terminate on the front of the properties or within 2m of the front if positioned on the gable; at bolt-on meter boxes; uniboxes; or at pre-installed recessed boxes. Services may also terminate internally at locations compliant with the Gas Safety (Installation and Use) Regulations 1998.

To be eligible for a standard charge, the required infrastructure must be associated with multiple requests for new housing connections to individual properties anticipated to consume 73,200 kWh per annum or less. The charges are also subject to the following eligibility being met:

- The property is used or proposed to be used mainly or wholly for domestic purposes
- The service lengths are no more than 20 metres
- It applies to 250 houses or less
- All trenches on site are already excavated and backfilled by the developer
- The connections are not for any flatted property above the first floor unless the external meter location is at the ground floor level
- The connection point is low or medium pressure and adjacent to, or within 20 metres of site entrance
- Where servitudes are required, this cost will be in addition to the charges above
- The work is not considered as 'sufficiently complex'

### 3.3 Other information

#### Quote

We'll provide a quote to the customer based on these charges. The customer will receive a design of the gas infrastructure upon acceptance of the quote.

On acceptance we may need to check the impact of the additional loads on the network. This may result in an extension of the construction lead times.

If one or more of the properties is entitled to a domestic standard charge, or if any of the properties are entitled to a DLCA, then they will not be allocated the new housing standard charges. Any additional properties not entitled to a domestic standard charge or to a DLCA will be priced using the new housing standard charges.

Any additional commercial premises consuming up to 73,200kWh/annum and 173kW per hour will be charged at the new housing standard charge. This will apply only if the commercial premises' hourly load is less than or equal to 10% of the full hourly load of the site.

## Connections Service Charges

Where the eligibility criteria for these standard charges are not met, we will produce a non-standard quote for the new connection work required.

### **Meter boxes**

The charges include for the provision of a bolt-on meter box or unibox where applicable. Where a built-in meter box is required, it must be provided by the developer and correctly installed prior to us beginning our engineering work. No discount from the standard charges is available if the customer supplies their own meter boxes.

On completion of our work, a meter box becomes the property of the customer and they are responsible for ongoing maintenance. We'll provide a chargeable replacement on request.

### **Additional Information**

We may carry out work additional to that required by the customer in order to ensure that we develop and maintain our pipeline system in an economic and efficient manner. Where this occurs the cost of any additional work won't be charged to the person requiring the new connection.



## 4 Disconnection standard charges

### 4.1 Standard charges for the disconnection of a service pipe operating at pressure below 2 barg

Gas service pipe diameter	All Surfaces
<=63mm PE or 2" metallic	£676
90mm PE or 3" metallic	£1,830
125mm PE or 4" metallic	£1,830
180mm PE or 6" metallic	£2,145

Charges shown above are exclusive of VAT which will be charged at the applicable rate

### 4.2 Application criteria

These charges are applicable for disconnection of gas service pipes connected to the low and medium pressure distribution networks. The amount to be charged is based upon the diameter of the service pipe to be disconnected. Non-standard quotes will be provided for disconnections involving services connected to the intermediate pressure (IP) network.

### 4.3 Other information

Charges associated with the clamping and/or removal of gas meters are set out in our Metering Charges document that is available from our website [sgn.co.uk](http://sgn.co.uk)

Each gas service will be disconnected at or as close as possible to the mains connection, creating a physical break on the service line. If the gas main is also to be abandoned, the service will be disconnected outside the boundary line of the premises.

Please note, the customer will be responsible for the removal of the meter(s) if applicable prior to work starting.

#### Redundant pipework

We're not responsible for the removal of any redundant pipework following the completion of our work.

## 5 Alteration standard charges

### 5.1 Standard charges for the alteration of service pipes operating at a pressure below 2 barg

Charges are dependent upon the length of the alteration carried out. It should also be noted that they do not include the costs of any meter work that may be associated with the service pipe alteration.

Standard Alteration <=5m	
SGN to Excavate	£623
Customer to Excavate	£374
Additional Inlet Pipe >5m	
SGN to Excavate	£55 per metre
Customer to Excavate	£21 per metre

Charges shown are exclusive of VAT which will be charged at the applicable rate

#### Meter relocation charges

Where you choose to have the meter moved by us, these charges must be added to the standard charges detailed above. This work can be also be undertaken by a registered gas installer.

Meter reconnection where you require us to move the meter but **not** to reconnect the meter outlet pipework.

**£81**

Meter reconnection where you require us to move the meter and you **do** require us to reconnect the outlet pipework. This includes up to 2m of outlet pipework and all necessary testing, purging and relighting of appliances.

**£162**

If you require us to reconnect more than 2m of outlet pipework it will be recharged at the current rate per metre.

**£33**

Meter alteration where the service pipe **does not** require modification. This includes 1m of inlet pipe and up to 2m of outlet from the meter.

**£226**

### 5.2 Application criteria

These charges are applicable for the alteration of service pipes connected to the low and medium pressure distribution systems that do not exceed 32mm in diameter and are based on the length of service to be altered. Non-standard quotes will be provided for alterations on the intermediate pressure (IP) system. The service pipe and service pipe alteration work must fulfil the following criteria to be eligible for the standard charges:

- Service pipe with a diameter of 1 inch metallic or 32mm PE or less
- Operating at a pressure of equal to or less than 2 barg
- Maximum meter capacity is 65kWh (U6)
- The existing and new service entry points (the location where the service pipe enters the property) are not more than 3 metres above ground level
- The total length of the alteration is no more than 20 metres
- The pipe to be altered is a pipe that is designed to supply only one or two meter supply points
- No unusual security or similar access restrictions apply (eg where a property is within a secure military base, a standard charge will not be applicable)
- At the time of the request the customer does not anticipate that the completion of the work will be affected by any unusual health, safety or environmental risks (eg working under scaffolding erected by others, presence of asbestos dust etc)

## 5.3 Description of charging categories

### Including excavation and reinstatement

This category refers to circumstances where we carry out excavation and reinstatement of trenches etc. This is for both public and private land. When an excavation is required and a specialist surface (e.g. mosaic, coloured tarmac, tiles etc.) is encountered, the customer may choose to pay the standard charge and have excavations reinstated with black tarmac or re-laid modules (without any damaged modules being replaced by new ones), or they may choose to pay a supplementary charge for a specialist reinstatement contractor. We do not guarantee that an exact match can be achieved, particularly if the existing surface is weathered or the original surfacing material is no longer manufactured.

In some instances, SGN may elect to use a trenchless technique to carry out part/all of the work (i.e. moleing or core & vac), please note this would not incur any additional charges or discount to the standard charges.

Customers are advised to relocate or protect growing plants because we won't replace them if they're damaged during our work, other than at our sole discretion.

### Excluding excavation and reinstatement

This category refers to the circumstance where the customer has elected to carry out the excavation and reinstatement of trenches etc. on private land. The customer should complete the excavations prior to us attending site to avoid an abortive visit charge. All work in the public highway and 3<sup>rd</sup> party land will be carried out by us.

Where alteration of above ground pipework (no excavation) is required, the lesser of the alteration standard charges will apply.

## 5.4 Other information

### Outlet pipework

We'll install outlet pipework on the surface of internal/external walls only. We won't lift floorboards to connect two pipes either side of a doorway. We will also not lift other types of flooring such as carpets or laminate, and we don't carry out any specialist drilling (diamond drilling) or chase out floors/walls to conceal pipe work.

### Redundant pipework

We're not responsible for the removal of any redundant pipework following the completion of our work.

### Meter boxes

Our standard charges for alterations include for the provision of a bolt-on meter box or unibox where applicable. Where a built-in meter box is required, the customer must arrange for its procurement and correct installation prior to our beginning any engineering work.

On completion of our work, the meter box becomes the property of the customer and they are responsible for ongoing maintenance. We will provide a chargeable replacement on request.

### Capacity increase

If we're required to alter existing pipework to meet a request for an increase in load, the standard charges will not be applicable.

### Vulnerable customers

We don't charge for the alteration of the meter to meet the physical needs of:

- the registered disabled
- the chronically sick
- those of pensionable age

In this instance, 'physical needs' means that as a result of a person's physical condition, the alteration is required to allow that person to operate the emergency control valve, and/or read the meter.

### **Quote**

Where the eligibility criteria for these standard charges aren't met, we'll produce a non-standard quote for the required alteration work.

### **Additional information**

We may carry out work additional to that required by the customer in order to ensure that we develop and maintain our pipeline system in an economic and efficient manner. Where this occurs, the cost of any additional work will not be charged to the person requiring the alteration.

## **5.5 Third party service pipe alteration works**

Where a third party such as an Independent Connection Provider (ICP) relays a  $\leq 2$  inch steel service pipe as part of the service alteration, we'll pay a fixed allowance of £445 per service on satisfactory completion of the work.

## 6 Meter box repair standard charges

### 6.1 Standard charges for meter box repairs

Description (all prices include VAT)	Price
Supply and install surface mounted meter box cover and door (excluding backplate)	£134.23
Supply and install meter box door	£53.11
Supply and install vandal resistant meter box door (available for built in meter boxes only)	£207.19
Supply and install pregnant meter box door (available for electronic token meters only)	£129.31
Repair work to meter box - this includes the supply and installation of hinge/pins, locks and door keys. This applies to all meter box types, however, does not include new doors or covers	£81.44
Supply only meter box door hinge pins, locks - sent via post	£11.60

### 6.2 Application criteria

These charges are applicable in respect of our service to repair meter box doors for domestic gas meter boxes that are designed to accommodate a standard domestic meter.

### 6.3 Other information

Payment is required in advance of work being undertaken.

## 7 Abortive visit standard charges

### 7.1 Standard charges for abortive visits

The charge to be applied for eligible abortive visits is **£124 (ex VAT)**.

### 7.2 Application criteria

The abortive visit standard charge is applicable in respect of any work where a planned date has been agreed between us and the customer.

The abortive visit standard charge is subject to the eligibility criteria, detailed below, being met.

For an abortive visit charge to be applied, the following must occur:

- The customer refuses an on-site variation which requires a job cancellation or deferral, or
- The customer has not informed us of on-site conditions which prevent the work from being carried out or would make it unsafe to do so e.g. pre-excavated trenches not completed. Where on-site conditions outside of the customer's control prevent the work from being carried out, no charge shall be made, or
- The customer has failed to inform us of any changes 24 hours prior to the agreed start date.

### 7.3 Other information

The resulting invoice shall clearly state that the charge relates to an abortive visit and state the reason for the cancellation.

Where we have visited the property for the purpose of laying a new connection pipe and found a live supply to an emergency control valve, an abortive visit charge is not applicable.

**Any additional third party costs incurred as a result of an abortive visit may be chargeable to the customer e.g. road closure costs, scaffolding etc.**

## 8 Design charges

### 8.1 Charging for the design of new connection projects which aren't deemed to be sufficiently complex

#### Statement of charges

Design charges will be based upon an hourly charge out rate for design staff of **£62.50** per hour.

### 8.2 Application criteria

Quotes for installation and construction will be provided on request and will itemise the necessary design charges. Charges for a design shall only be applied to new connection projects in respect of the design of infrastructure, subject to the following criteria:

- The infrastructure is for an individual property anticipated to consume more than 73,200kWh per annum, or
- The infrastructure is for multiple properties of three or more, where each individual property is anticipated to consume not more than 73,200kWh per annum, or
- The infrastructure is for multiple properties, where there is a combination of individual properties anticipated to consume more, and less than 73,200kWh per annum, or
- The infrastructure is for a third-party network, which is anticipated to consume an aggregate in excess of 73,200kWh per annum, where SGN is to supply and lay a final connection that is not a standard design

We may request a separate upfront payment for providing an infrastructure quotation.

### 8.3 Charging for the design of new connection projects which are deemed to be of sufficient complexity

#### Statement of charges

Where the design of sufficient complexity projects is resourced internally, we'll predict the number of hours that we'll take to complete the design and charge on the basis of the number of hours multiplied by the applicable hourly rate, which is **£62.50** per hour.

Where the nature of a new connection project is sufficiently complex, we may use an external design company. Where one is used, the design charge will reflect the cost to us, and appropriate overheads.

We may use a combination of external and internal resources to complete a design. In this situation we'll charge for each type of resource using the appropriate methodology as outlined above.

#### Application criteria

Charges for the design of sufficiently complex projects will be levied in advance and no refund is applicable except where the project is a reinforcement project that proceeds to the construction phase that passes our Economic test.

New connections, disconnections, alteration and reinforcement works may all be designated to be sufficiently complex.

## 8.4 Charging for design associated with other connections related activities

We'll only apply charges for design to new connection projects, which meet the respective eligibility criteria in Section 8.1 or 8.2.

Charges for design will not be applied where a new connection project does not meet the eligibility criteria in Section 8.1 or 8.2. In addition, no charge for design will be made in respect of the following activities:

- Reinforcement schemes associated with connections work, which are not of sufficient complexity
- Final connections to our mains
- Service alterations
- Service disconnections, or
- Connection to properties anticipated to consume 73,200 kWh or less, which are not part of a request to connect multiple supply points



## 9 Adoption of asset charges

### 9.1 Standard charges for the adoption of pipes laid by third parties

#### Statement of charges

We don't apply a charge where we're asked to adopt or take ownership of gas pipes where they are laid by Independent Connection Providers (ICPs) who are registered under the Gas Industry Registration Scheme (GIRS).

Where an ICP does not hold the relevant GIRS registration, we'll apply charges as follows.

#### Application

Charges for adoption or taking ownership of assets, where they're laid by Independent Connection Providers (ICPs), form part of the customer quote and are payable on acceptance of the quote. If we don't receive the required payment, a rejection letter will be issued requesting payment of the relevant charge.

Charges are applied subject to the following criteria:

GIRS registration status	Small job	Large job
Non GIRS design registered	£67	£97
Non GIRS construction/commissioning registered	£410	£699
Non GIRS registered for both design and construction/commissioning	£476	£795

NOTE: Where the principal ICP (the ICP applying for adoption or taking ownership of pipes) doesn't hold either the design and/or construction/commissioning registration the above charges are payable unless the ICP is GIRS registered for project management and subcontracts to an organisation that is GIRS registered for design and/or construction/commissioning.

#### Small job

- Low pressure (below 75 mbarg) with pipe sizes less than or equal to 180mm PE and less than 100m of pipe to be laid
- The apparatus has been designed to connect less than 20 domestic properties, or
- Excludes jobs defined as sufficiently complex

#### Large job

- Medium pressure (75 mbarg to 2 barg) with pipe sizes less than or equal to 355mm PE and less than 1,000m pipe to be laid
- Low pressure (below 75 mbarg) with pipe sizes less than or equal to 355mm PE and less than 1,000m of pipe to be laid, excluding those defined under 'Small job'
- The apparatus has been designed to connect less than 200 domestic properties and less than 20 non-daily metered I&C loads, or
- Excludes jobs defined as sufficiently complex

## 9.2 Non-standard charges

For complex jobs:

- Any job not meeting the small or large job category, or
- Any job meeting the sufficient complexity obstacle category of our SGN Connections charging methodology statement pursuant to Standard Condition 4B of its Gas Transporter Licence

We'll charge **£71** per hour in respect of bespoke below 7 barg adoption or taking ownership charges, subject to a minimum charge equivalent to the standard charges above and dependent on the GIRS registration status.

### Eligibility criteria

To qualify for a reduction in charges, an ICP must confirm their GIRS registration status and/or subcontractor GIRS registration status (if applicable), subject to the above rules. The GIRS registration status must be the full registration status and appear on the GIRS operator's public listing. ICPs should indicate their registration status in the appropriate boxes on the customer quote request form.

## 10.3 LTS Pipelines

SGN currently do not adopt any LTS pipelines.

## 10 Final connection charges for ICPs and IGTs

### 10.1 Standard charges for third party connections to existing network mains operating at less than 7 barg

#### Statement of charges

This section sets out the standard charges that will apply when we are requested to complete the final connection to one of our distribution mains for an Independent Connection Provider (ICP) or an Independent Gas Transporter (IGT).

The use of these standard charges is limited to the above customer groups and the application of these charges is subject to:

- The ICP/IGT will be responsible for carrying out all necessary excavation and backfill, including the laying of their infrastructure back to the agreed point on our parent main
- The ICP/IGT will be responsible for any permissions and/or permitry associated with these works
- The ICP/IGT will be responsible for exposing the gas main within any carrier pipe or sleeve
- Payment upon acceptance
- The payment of any applicable reinforcement or enhancement costs
- Line valves will be provided for an additional **£60**
- Standard Charges apply to only those pipe diameters displayed within the tables. Pipe diameters not shown will require a bespoke cost from us
- The costs provided on the following tables do not apply where the parent main has been classified under T/PR/P/18 – ‘Work procedure for working on pipelines containing defective girth welds or girth welds of unknown quality’

#### Third party connections costs to metallic mains

Diameter (mm)	Parent main diameter (metallic)						
	<=2"	<=3"	<=4"	<=6"	8"	10"	12"
63mm	£686	£686	£739	£1,192	£1,561	£1,891	£1,891
90mm		£1,401	£1,452	£1,905	£2,529	£2,681	£2,893
125mm			£1,452	£1,905	£2,529	£2,681	£2,893
180mm				£1,905	£2,588	£2,721	£2,893
250mm					£2,588	£2,721	£2,952
315mm						£2,721	£2,952
355mm							£2,952
Insert Tee	£1,321	£1,586	£2,000	£2,604	£3,826	£5,192	£5,286

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## Third party connection costs to PE mains

Diameter (mm)	Parent main diameter (PE)						
	<=63mm	<=90mm	<=125mm	<=180mm	250mm	315mm	355mm
63mm	£739	£739	£739	£739	£739	£739	£739
90mm			£1,452	£1,556	£2,292	£2,519	£2,560
125mm				£1,556	£2,292	£2,519	£2,560
180mm					£2,350	£2,519	£2,560
250mm						£2,611	£2,668
315mm							£2,668
355mm							
Insert Tee	£1,322	£1,586	£2,000	£2,604	£3,826	£5,192	£5,285

Application of these standard charges will allow ICP/IGT customers to take advantage of our published fast track acceptance process. Where source pressures can be obtained from the standard pressure matrix and the connection size is covered by the one of the standard charges, then we'd be pleased to receive applications using the fast track acceptance form.

Where the scope of the required work is outwith either the standard charge or standard pressure matrix, requests for a connection quote should be submitted in line with existing processes.

## 11 Uniform Network Code (UNC) transportation principal document Section G charges

Description of work	Rate (exc VAT)
Validation of meter details on site/identification of found meter on site	£102.32
Isolation of supply and removal of meter where required (domestic)	£204.64
Isolation of supply and removal of meter where required (I&C)	Charged as per I&C meter removal charges published in the SGN Metering Charges document plus administration

### 11.1 Application criteria

The above charge rates will be applied to visits carried out by SGN in line with our obligations under UNC Section G in relation to activities undertaken on supply points pursuant to UNC TPD G Sections 8.2, 8.3 & 8.4 with the specific references being 8.3.1, 8.3.2 and 8.4.1

#### Other information

Should a full supply point disconnection be required these will be charged in line with our published disconnection rates.

## 12 Examples

The following examples are used for illustrative purposes only and show the application of our standard charges in a range of scenarios (new connections, disconnection and alterations).

### 12.1 New connection standard charges

Standard charges for the connection of an individual domestic property anticipated to consume 73,200kWh per annum or less.

#### Example details

A request is received by us for the new connection of a house (not part of a multiple development) and the request details are:

- Annual quantity of 20,000 kWh per annum
- Proximity of the property to a relevant main is 5 metres
- Length of pipe required on consumer's property is 18 metres
- We're asked to excavate and reinstate all trenches in the public and private, and
- Termination will be in a bolt on meter box on the front profile of the building

#### Charge applied

The request is eligible for a standard charge and a charge of **£668 plus VAT at the appropriate rate** is quoted to the customer.

### 12.2 New connection standard charges – zero length on private land

Standard charges for the connection of an individual domestic property anticipated to consume 73,200 kWh per annum or less.

#### Example details

A request is received by us for the new connection of a domestic house (not part of a multiple development) and the request details are:

- Annual quantity of 10,000kWh per annum
- Proximity of the property to a relevant main is 10 metres
- No pipe to be laid on private land as the property abuts the public highway
- We're asked to excavate and reinstate all trenches in the public, and
- Termination will be an internal location on the front profile of the building

#### Charge applied

The request is eligible for a standard charge and a charge of **£424 plus VAT at the appropriate rate** is quoted to the customer.

### 12.3 New housing standard charge

Standard charges for the connection of new properties in multiple developments where individual properties are anticipated to consume 73,200 kWh per annum or less. No DLCA or new connection domestic standard charges are applicable.

#### Example detail

- Proposed premises in a new development site
- 146 proposed properties, a combination of 3 and 4 bedroom houses
- Gas main within 10m from site entrance
- No anticipated difficulties associated with the construction work
- Anticipated aggregate annual consumption is 890,000kWh
- Anticipated peak 6 minute flow rate (entire estate) is 58 standard cubic metres per hour, and
- No requirement for mains reinforcement

#### Charge applied

First 10 properties (10 @ £1,067)	£ 10,670
Next 136 properties (136 @ £647)	£ 87,992
Total charge	£ 98,662

The request is eligible for a standard charge and a charge of **£98,662 plus VAT at the appropriate rate** is quoted to the customer.

Note, this charge does not include any servitude costs

### 12.4 Disconnection standard charge

Standard charges for the disconnection of a gas service pipe operating at a pressure below 2 barg.

#### Example details

A request is received by us for the disconnection of a gas service pipe and the request details are:

- Diameter of service pipe to be disconnected is 63mm
- Pressure tier of network connected to is low pressure, and
- Surface category of the disconnection is the public footpath

#### Charge applied

The request is eligible for a disconnection standard charge of **£676 plus VAT at the appropriate rate**.

Note, this charge doesn't include any work related to the removal of the gas meter.

## 12.5 Alteration standard charge

Standard charges for the alteration of a gas service pipe.

### Example details

A request is received by us for the alteration of a gas service pipe and the request details are:

- Diameter of service pipe to be altered is 32mm
- Operating pressure of service pipe is low pressure
- Service entry is at the ground floor level
- Length of alteration required is 4 metres
- SGN to excavate and reinstate
- Surface adjacent to existing service entry is flower bed
- Surface adjacent to proposed meter box is tarmac
- No security or similar access restrictions, and
- A bolt-on meter housing is required

### Charge applied

The request is eligible for a standard charge. Following estimation of the length a charge of **£623 plus VAT at the appropriate rate** is given.

Note, this charge doesn't include work related to the relocation or reconnection of the gas meter.



## Appendix A - Glossary of terms

<b>Alteration</b>	Any change made to an existing service pipe and associated equipment to premises.
<b>Approach main</b>	A pipe that will become a relevant main (not necessarily a relevant main that is part of our system) that's designed to connect a new system of pipes with an existing transportation system.
<b>Complaint handling procedure</b>	This procedure specifically identifies the help available should the service we provide prove to be unsatisfactory in any way. The procedure is available in a hard copy from the address given in Appendix B or can be accessed directly from <a href="http://sgn.co.uk">sgn.co.uk</a> .
<b>Design work</b>	The design work that must occur before construction work can commence. Very small projects (eg the connection of a small domestic premises) require little in the way of design and no charge is made in respect of design for these projects. We'll apply standard design charges in respect of larger, routine connection projects. Larger and more complex projects are designated as sufficiently complex projects. They may require several stages of design work (eg a project may require a feasibility study before it is possible to proceed to a detailed design study).
<b>Disconnection</b>	When a service pipe is disconnected from the main.
<b>Domestic load connection allowance (DLCA)</b>	The contribution we'll give towards the cost of installing the connection from a premise to our main as required by Condition 4b paragraph 1 of our Gas Transporters license. The contribution is for the laying of the first ten metres of pipe in land that is dedicated to public use. The allowance only applies where the property is wholly or mainly used for domestic purposes and is situated within 23 metres of a relevant main. The domestic load connection allowance does not apply where customers receive the fuel poor voucher.
<b>Economic test</b>	Used to calculate the maximum economic investment for which we can make for any specific load. A load is deemed to be economic where the incremental transportation income from the additional load exceeds the incremental costs of the load. The test shall be applied over the anticipated life of the load.
<b>Fast track acceptance process</b>	Applies to self-connection applications and allows UIP/GT connection enquiries to bypass the quote stage.
<b>Final connection</b>	Consists of the labour and materials to physically connect the pipe at the point where it interfaces with our relevant main but doesn't include costs associated with excavation, backfill or reinstatement.
<b>Fit for purpose</b>	This refers to a design that will safely transport the required gas at an appropriate pressure throughout the life of the apparatus taking into account our obligation for economic pipeline system development.
<b>Independent Connection Provider (ICP)</b>	An organisation which designs and constructs gas infrastructure for adoption by Gas Transporters (they may also offer to construct other utility related equipment such as a water service pipe and/or install gas appliances and/or offer other services).
<b>Independent Gas Transporter (IGT)</b>	An organisation that holds a Gas Transporters License.


 Connections Service Charges
 

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<b>Infill</b>	The extension of new relevant mains to an area having a number of existing premises or a combination of new and existing premises where not all the owners or occupiers of those premises have expressed a desire to be connected to a gas supply at the time the mains are laid. Individual connection charges are based on the likely uptake of gas over a twenty year period and the Infill can only progress if sufficient acceptances are received to make the project economic. The charging arrangements for Infills are covered by the Gas Connection Charges Regulations.
<b>Multiple</b>	The provision of more than two new services (which may include an element of mains infrastructure) to an area having new or existing premises. They may be requested by a single person or venture, or include areas where all the owners or occupiers have expressed a desire to be connected to a gas supply. A single contract to lay all pipes will be formed between us and an agent acting on behalf of all those who wish to be connected, or where all the potential consumers individually contract to be connected to gas before main laying commences.
<b>Non-standard quotation</b>	Any quotation other than a standard quotation.
<b>Physical connection work</b>	Work to supply and lay gas services and mains, including any associated equipment and work to reinforce our system.
<b>Qualifying person</b>	A person, who as a result of their physical condition, requires an alteration to allow them to operate the emergency control valve and/or are unable to read the meter. To qualify, a person will be either registered disabled, chronically sick, and/or those of pensionable age.
<b>Reinforcement</b>	Systems affected by the connection of a new load (or an interruptible to firm load transfer or an increase in load at an existing connection) may require reinforcement of the pipeline system, prior to the load being taken off. This reinforcement may take the form of new pipelines being laid or the installation or modification of other equipment to increase the pressure within the pipeline system.
<b>Relevant main</b>	A distribution main operated by a Gas Transporter which is being used for the purpose of giving a supply of gas to any premises in its authorised area at a rate not exceeding 2,196,000kWh per annum, except any pipe which is not relevant in accordance with Section 10(13) of the Gas Act 1986 as amended by the Gas Act 1995.
<b>Specific reinforcement</b>	Required when we have to undertake system reinforcement, or additional system reinforcement, as a result of one or more of the following: <ul style="list-style-type: none"> <li>● An increase in the rate of gas consumption at a supply point</li> <li>● An increase in the rate of gas consumption of a connected system</li> <li>● The connection of a new supply point where the consumer in question is anticipated to likely consume more than 73,200kWh per annum, and/or</li> <li>● The connection of a connected system or where there has been an interruptible to firm load transfer.</li> </ul>


 Connections Service Charges

<b>Standard charges</b>	<p>Charges are used for some types of connection service requests where:</p> <ul style="list-style-type: none"> <li>• The standardisation is based on an analysis of the types of works that are typically carried out in that charge category</li> <li>• The costs of such typical works are calculated in accordance with the principles and methods of this statement, and</li> <li>• The resulting standard charges do not entail undue preference or undue discrimination.</li> </ul>
<b>Standard quote</b>	A desktop quote that results in the application of a standard pricing methodology.
<b>Sufficiently complex jobs</b>	<p>Connection work may be considered as sufficiently complex when it's of significant value or technically challenging. For consistency, the following criteria are used to determine whether a request is sufficiently complex. Connections are sufficiently complex when they're connected 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 work including applicable overheads is expected to exceed £10,000, or where the total construction costs including applicable overheads is expected to exceed £100,000.</p> <p>Reinforcements are sufficiently complex when the reinforcement includes any apparatus that is designed to operate at above 7 barg. Reinforcements are also sufficiently complex where there are known obstacles on the proposed route of the reinforcement apparatus and the anticipated total cost of the construction work, including applicable overheads, is expected to exceed £10,000, or where the total construction costs including applicable overheads is expected to exceed £250,000.</p>
<b>Supply meter installation</b>	The gas meter and associated apparatus used to measure the volume of gas taken at a supply point.

## Appendix B - Customer enquiries

Please contact our Customer Experience team who will be happy to deal with your enquiry:

Post: SGN  
Inveralmond House  
200 Dunkeld Road  
Perth  
PH1 3AQ

Telephone: 0800 912 1700

Fax: 0800 912 1701

Email: [customer@sgn.co.uk](mailto:customer@sgn.co.uk)

## Appendix C - Complaints handling procedure

We always aim to provide the best possible service and if there is a problem, we'll do all we can to put things right for you.

We use the information gathered from enquiries and complaints to continually improve the services we provide to our customers.

### Step 1: Get in touch with us

If you have a problem, we want to resolve it for you as soon as possible. Our Customer Service team is on hand to help by calling **0800 912 1700** or emailing [customer@sgn.co.uk](mailto:customer@sgn.co.uk). You can live chat with our Customer Service team through our website [sgn.co.uk](http://sgn.co.uk).

You can also reach us on social media by searching for SGN on Facebook or @SGNgas on Twitter. If you'd prefer you can write to us at SGN, Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ

When you contact us, it would be helpful if you could provide the following information so we can deal with your complaint more efficiently;

- Full contact details (name, company name (if applicable), address, telephone number and email address)
- Full site location address and postcode
- Any relevant reference numbers

Our complaints handling procedure is available in different formats and languages by calling our Careline on 0800 975 1818 or emailing [customer@sgn.co.uk](mailto:customer@sgn.co.uk).

### What we will do to put things right?

We treat all complaints seriously and confidentially. We will fully investigate your complaint in line with our complaints handling procedure, and we will do this in a courteous, prompt and straightforward manner. Your complaint will be reviewed by our Customer Service team or local depot management team. We'll provide a substantive response within 5 working days or 10 working days where a site visit or third-party enquiry is required.

### What resolution can you expect?

The different resolutions you can expect from our complaints are:

- An apology where we have failed to provide a satisfactory level of service
- An explanation addressing the issue(s) you have raised
- Appropriate remedial action
- Awarding compensation, in the appropriate circumstances, under our Guaranteed Standards of Service as prescribed and monitored by our regulator OFGEM
- Awarding a goodwill payment, if appropriate to the circumstances

### Step 2 Escalation to our Head of Customer Experience

If you cannot reach agreement with our Customer Service team or our local depot representatives, you can escalate your complaint to our Head of Customer Experience, who has the authority to review your complaint and take an independent view.

Our Head of Customer Experience will investigate your complaint fully and provide a substantive written response within 10 working days or 20 working days where a site visit or third party enquiry is required. Please be aware that as part of the review, our head of Customer Experience may ask for assistance from a local senior manager.

You can contact our Head of Customer Experience by emailing [headofcustomerexperience@sgn.co.uk](mailto:headofcustomerexperience@sgn.co.uk). You can also write to Head of Customer Experience, Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ.

### Step 3 Independent review by the Energy Ombudsman

We recognise we may not always succeed in wholly resolving your complaint. If we cannot agree a satisfactory resolution with eight weeks of you making your complaint, your complaint can be 'deadlocked'. This means we'll send you a letter explaining that we've been unable to resolve your complaint to your satisfaction.

If your complaint has been deadlocked or more than eight weeks have passed since your initial complaint, you can contact the Energy Ombudsman. This is a free and independent dispute resolution service for domestic customers, approved by the energy regulator, Ofgem.

The Energy Ombudsman will investigate your complaint but will expect you to have first approached us and followed our complaints handling procedure. The Energy Ombudsman will make a final decision and inform you of the outcome.

You can contact the Energy Ombudsman by calling 0330 440 1624. Alternatively, you can write to: Ombudsman Services: Energy, PO Box 966, Warrington, WA4 9DF.

For further information about the Energy Ombudsman, please visit [ombudsman-services.org](http://ombudsman-services.org).

## Additional help and support

### Extra support for those who need it most

We're here to keep you safe and warm all day, every day, whether we're upgrading our network or repairing a gas leak. We offer a range of services to provide extra help for those who need it most, including:

- Our locking cooker valve, which helps keep people with dementia safe in their own home
- Advice on how to protect your family from carbon monoxide poisoning
- Connecting you to our gas network for free or for less through our Help to Heat scheme, if you're struggling to afford keeping your home warm
- Registering you on your energy supplier's Priority Services Register, so you'll receive priority support in a gas emergency or power cut

If you, or anyone you know, could benefit from any of our free extra help services, please visit [sgn.co.uk/extra-help](http://sgn.co.uk/extra-help) or call our Careline on 0800 975 1818.

### Citizens Advice consumer helpline

Citizens Advice provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. Its consumer helpline offers advice on issues around your energy supply.

If you are a domestic customer, you can speak to Citizens Advice at any point regarding your complaint by calling 03454 040 506. For more information and details of other ways to contact Citizens Advice, please visit [citizensadvice.org.uk](http://citizensadvice.org.uk).

At SGN we are always committed to respecting your privacy. For details on how we use your data, please refer to our Privacy Notice on our website [sgn.co.uk/privacy-policy](http://sgn.co.uk/privacy-policy).