

## Before you begin your single new connection application

Please read our [Getting connected](#) guide as it will be easier to gather the information you need to complete your online application before you start.

If you require new gas connections for multiple properties please [click here](#).

### You'll be unable to apply online if you need a bespoke quote.

If you answer 'yes' to any of the following questions please call our Customer Service team on 0800 912 1700 (Mon-Fri 8.30am-6pm) and they will assist you with your application.

- Is the property a flat on the second floor or above?
- Does your property have a heated swimming pool?
- Does your property have five bedrooms or more?
- Do you require more than 20 metres of service pipe on your private land?
- There is no gas main close to your property or in your area.

### Important information

- Use our [postcode checker](#) to confirm we're your network operator.
- **Make sure you have the full address of the site including postcode, and the phone number for the site contact.** There'll need to be someone (not necessarily yourself) authorised on site to give us access to your premises and if necessary, approve any changes to the job not included in your original quote.
- **Gather any photos, plans and drawings you want to upload with your application.** There's an example of the type of plan we need for a new-build in our [Getting connected](#) guide.
- **You'll need to choose and sign a contract with a gas supplier who will also fit your new meter.** It's not something we do and they may charge you for this service. You'll need to give them the property's unique Meter Point Reference Number (MPRN) found on a tag near your meter, or on the new connection paperwork we've sent you. A supplier list is available from the Citizens Advice Consumer Helpline 03454 04 05 06 or [adviceguide.org.uk](http://adviceguide.org.uk)
- **We need to accept your order and receive full payment before we can schedule your job and start work.**

### Do you need to get any third party consent?

- **Do you own the premises where we'll be working?** If not, we need written consent from the owner.
- **Does any of your work need to be carried out on land owned by a third party?** If yes, we'll need to send you the relevant consent forms.
- **Does any work need to be carried out in the public highway?** If yes, we'll get a permit for you from the local authority at our expense, but if you change the work start date we'll need to get a second permit which you may be charged for, and it may delay your work.
- **Have you checked whether you need an easement or servitude?** An **easement** (the term used in England) or **servitude** (the term used in Scotland) is a legal agreement between our company and a landowner, restricting future use of the land (eg building over our service pipe). Please call us if you think this applies to you, as obtaining an easement/servitude can take a long time and may delay your work.
- **Do you need work carried out near third party hazardous underground plant, such as buried fuel pipelines, chemical pipelines or high voltage cables?** If yes, it would be helpful (but not essential) to have the owner/operator's contact details as we may want to find out if their plant will affect our work. This may delay our start date.



## Other considerations

- **Do you know your estimated hourly gas load?** The easiest way to find out your property's gas usage is to speak with the Gas Safe engineer who will be installing your appliances. Our default levels are 30kw per hour for flats, and 60kw per hour for houses. We'll only ask for an estimated gas load for a residential property if we feel you may use more gas than the 65kw per hour.
- **Is the site an annex with independent access?** We can only connect a new supply to an annex if it has its own front door.
- **We recommend relocating or protecting growing plants or period features (eg mosaic or tiles) likely to be affected by our digging, as we're unable to replace them if they get damaged.**
  - **Have you thought about which meter box you need?** It must be compatible with the meter you've chosen from your supplier. The different types available are detailed in our [Getting connected](#) guide.
- **Is the property a listed building and/or in a conservation area?** You may need planning permission for an externally mounted box.
- **The work area must be clear of scaffolding and skips before we arrive to give us unobstructed access.** If we arrive to begin work and find any scaffolding still in place, we'll have to reschedule, which may lead to delays and additional charges.
- **Any necessary electrical cross bonding (connecting all exposed metallic items not designed to carry electricity in a building to give protection from electric shock) must be safely in place, or we won't be able to start work.**

If you need help at any stage, call Customer Service on 0800 912 1700 (Mon-Fri 8.30am-6pm).