



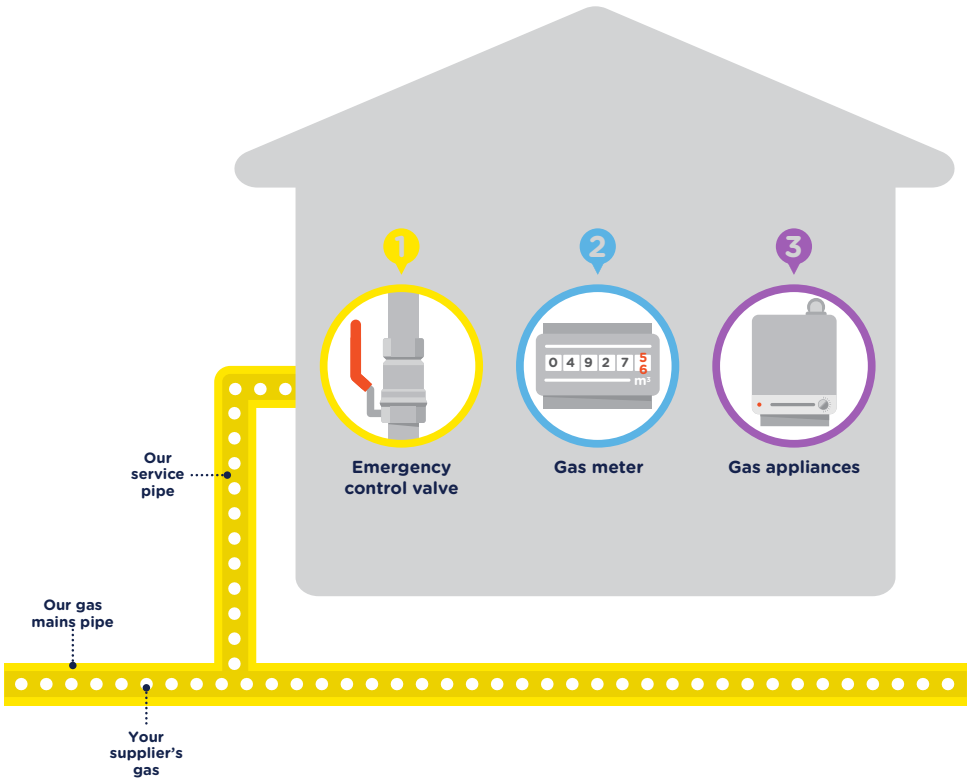
# Getting connected

What to expect when getting a new gas connection or making a change to your existing gas supply



Connect

# How it all works



## 1. Bringing gas to you

We own the pipes which transport gas into homes across southern England and the whole of Scotland, but we don't own the gas. We look after the pipes up to the emergency control valve (ECV), which is located before your meter and allows you to turn off gas in an emergency.

## 2. Your gas supplier

Your gas supplier owns the gas transported through our pipes, and is responsible for the maintenance of your gas meter and for sending you bills for the gas you use in your property.

## 3. The property owner

The property owner is responsible for maintaining internal pipes leading from the meter to gas appliances such as boilers, cookers and heaters and for making sure all gas appliances in the property are checked and serviced annually. A Gas Safe registered engineer must be used to do any safety checks or work on internal gas pipes or appliances.



## Our services

If your property doesn't have a gas connection and you want to be connected to our gas network, you can apply for a new connection.

If you want to move your gas meter and/or existing gas pipe, or upgrade your existing connection, this is called a service alteration.

If you're renovating your home, building an extension or making changes to your garden, and any of this work will interfere with the pipes carrying gas to your property, you'll need to contact us so we can move them safely.

## How much will it cost?

Every job is different but the majority of domestic work we carry out costs customers between £500 and £1,500.

Please be aware that we need payment in advance of starting your work to cover costs we incur such as local authority permits. Unfortunately we cannot accept part payment.

For more information about our standard service charges, please visit [sgn.co.uk/gas-and-meter-services](https://sgn.co.uk/gas-and-meter-services)

# Helping our vulnerable customers

## New connections

Our Help to Heat scheme helps customers who may need some extra support by offering free or discounted connections to our gas network.

If you have been struggling to pay your energy bills and you are finding it difficult to keep your home warm, we may be able to help.

You, or someone you know, could qualify for support if:

- You receive certain income-related benefits
- Your household income, after your rent or mortgage costs, is considered low and the expected cost to adequately heat your home would be high
- You are eligible under your local authority's unique criteria, known as its 'statement of intent'

To find out if this scheme is available to you please call our partner YES Energy Solutions on **0800 015 5174** or email them direct at [helptoheat@sgn.co.uk](mailto:helptoheat@sgn.co.uk)

## Alterations

If you can't access your meter or emergency control valve, we may be able to move your meter for free. This scheme is only for customers who are either pensioners, registered disabled or chronically sick and must permanently reside at the property requiring the alteration.

To help us process your application quickly, we'll need some proof of eligibility such as your:

- Certificate of entitlement from the Department of Work and Pensions
- Certificate of Entitlement to Personal Independence Payment (PIP)
- Medical certificate or a letter from your medical specialist

## Your quote from SGN

If you apply online, you'll usually get a quote instantly. In other circumstances, we'll send it by email or post. Either way, it will be valid for 60 days.

Only the person it's addressed to can place the order. If someone different wants to sign the order form, you'll need to apply for a new one in their name.

After we've issued your quote, any changes such as altering the position of your meter box, pipe route or changing your gas load will mean we'll have to re-quote. This may cause delay in us beginning your work and you could incur additional charges.

### Assumptions about your quote

If you choose to place the order without updating us in writing by letter or email before any work begins, we'll assume that:

- You own the premises where we'll be working, or the owner has given their consent, and
- The pipe will not be laid across land belonging to others, and work will only take place on land belonging to the owner of the premises or in the public highway.



## How do I accept my quote?

If you'd like to go ahead with the work, you'll need to complete and sign the order form sent with your quote, and submit it by email, via our website, or in writing, depending on how you asked for the quote originally.

You'll also need to confirm that you've read and accept our terms and conditions. This is very important as the contract between you and SGN for the agreed work will become binding once we've accepted your order. If you're in any way unsure about your rights and obligations, we strongly advise that you obtain independent legal advice from a solicitor or the Citizens Advice Bureau before sending us your order form.

To process your order, we'll need:

- Full payment
- Detailed consent from any third party owner of the property or land if required (please ask us for consent forms)
- Solicitor's details to begin the process of obtaining any easements/servitudes\*
- Proof of discount eligibility if applicable (see page 4)

Once we've received all this, and we're able to confirm that the work falls within our standard service charges, we'll send you a letter to say we're happy to go ahead.

\*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 that land such as building over our service pipe. If you think this applies to you, please seek legal advice. Obtaining an easement/servitude can take a long time and may delay your work.



## Can I cancel the work after I have paid for the order?

You can cancel your contract with us in writing at any time before we start work on site, giving at least three working days notice.

If work hasn't started, we'll cancel your request and refund you in full within 30 days unless we've already incurred some costs, in which case it may be a partial refund.

## Can I get a quote from someone else?

You can get an alternative quote from another utility infrastructure provider (UIP) so long as they're part of the Gas Industry Registration Scheme (GIRS) as it's illegal for anyone to carry out this work unless they're qualified.

For more information check the Lloyds Register website:

[lrqa.com/en/utilities/gas-industry-registration-scheme-girs/search/](https://www.lloydsregister.com/en/utilities/gas-industry-registration-scheme-girs/search/).

We'll need to approve any other UIP's work in advance to make sure they meet all our safety requirements. If they go ahead without our approval, we may have to cut off your gas and bill you for any resulting repair work.

## How long will it take?

Every job is different, but the average time from planning to work starting is usually four to six weeks.

Once we've processed your documents and received payment, our nearest office will telephone you within seven working days to discuss the details of your work and to arrange a start date. You can tell us about any urgency or special requirements at this point.

We'll try and finish the job within two working days, and restore any areas of your property that we've disturbed within five working days wherever possible.

## Do I need to be there on the day?

There'll need to be someone authorised on site to give us access to your premises and approve any changes to the job not included in your original quote.

## Are any permits required?

We have to get permits from the local authority to work on the public highways. The cost of this is not normally passed on to you but if you decide to change the date we start work, you may incur additional charges for a second permit.

Your local authority may have to provide consent for the location of your meter box if your premises are listed or you're within a conservation area.





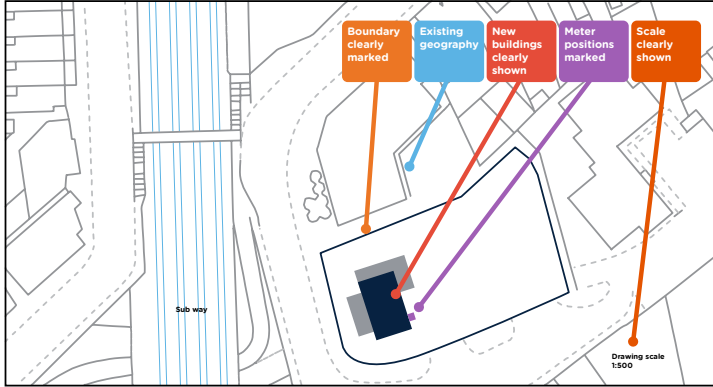
Your gas.  
Our network.

SGN

# Site plans

For newly built properties, we'll need a site plan so we can accurately determine the size and length of gas service required. Here's an example of the type of plan we'd need.

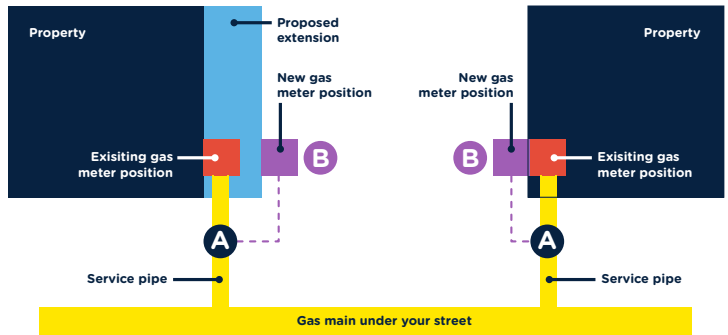
If you have electronic versions of your design drawings in AutoCAD or DWG format then please include these with your application.



## Measurements needed for a supply alteration

We'll need to know how much pipe work is required before we can give you a quote. For safety reasons, we cut into the supply two metres clear of your property and then divert it to your new meter position. Please see the diagram below for guidance on how to measure this distance.

Please measure two metres out from your property wall to give you point A then, following the purple dotted line to point B, measure this distance in metres.



Your service pipe will normally run underground from your meter to the gas main in your street  
To keep you safe, you are unable to build over existing gas pipes

## Can I excavate my own trench?

Yes, and it may even reduce your overall cost but we strongly recommend you contact our Customer Service team for further guidance. If you do choose to carry out your own excavation, it must be completed before we arrive on site.

It's very important that trenches are safe before any work is carried out in them, and any exposed pipe must be treated as live. Unsafe excavation and reinstatement near underground pipes and cables puts yourself and others at risk.

**We are the only ones allowed to excavate on shared or third party land.**

You must not carry out any excavation in the public highway without proper licensing. We are licensed to do this work.

## Do I need to prepare the site in any way?

### Hazardous underground plant

If you need work carried out near third party hazardous underground plant such as buried fuel pipelines, chemical pipelines or high voltage cables, we may have to contact the owner/operator of the pipeline to find out if the presence of their plant will affect the work, and this may delay our start date.

### Scaffolding

We'll need clear and unobstructed access to the work area. 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.

### Electrical cross-bonding

The Institution of Engineering and Technology wiring regulations specify electrical cross bonding (connecting all exposed metallic items not designed to carry electricity in a building to give protection from electric shock) as a requirement. If when we start work, we discover this doesn't exist or it's in the wrong place, we'll let you know as you'll have to make sure a qualified electrical contractor or your local electricity supplier puts it right.





## When will any trenches or open work on my driveway be filled in?

When our connection work is finished we aim to reinstate all driveways, paths and other surfaces disturbed by our activities within five working days.

We usually use black tarmac or re-laid slabs or bricks unless an alternative has been previously agreed. Please note, we can't guarantee an exact match, especially if the surface is weathered or the original surfacing material is no longer manufactured.

Alternatively, you can contact our Customer Service team to request that we hire a specialist contractor to restore the surface, for which we'll charge the actual hiring cost plus a work management fee.

Please arrange to relocate or protect growing plants or specialist surfaces such as mosaic, coloured tarmac or tiles likely to be affected by our digging, as we won't be able to replace them if they get damaged.

For more information on reinstatement, please refer to the terms and conditions included with your quote.

## This is my first gas supply, how do I get a gas meter?

Only a licensed gas supplier can arrange to fit a new meter (it's not something we do), and they may charge you for this service. Details of registered gas suppliers can be obtained from Citizens Advice Consumer Helpline on **0808 223 1133** or **[citizensadvice.org.uk](https://www.citizensadvice.org.uk)**.

We'll send you a planning letter that will include your Meter Point Reference Number (MPRN). This MPRN is unique to your gas supply, and your supplier will need it when you arrange for a meter to be fitted.

Please take care to read and check the details of your quote to avoid unnecessary delays.



## I need an alteration to my existing service, can my gas meter be reconnected?

Yes. After the gas service has been altered, we can refit your existing gas meter to its new position providing it's in good condition. We can also reconnect your meter and outlet pipe (the pipe work that connects any gas appliances at your property) if:

- You've paid and agreed for the work to be carried out, and
- The outlet pipework is all above floor level, and
- Where the length of the pipe is two metres or less of outlet pipe work needed.

We're only able to move small domestic meters consuming equal to, or less than 65 kW (eg a U6 meter). If you have a bigger meter such as a U16, you'll need to arrange for your gas supplier to refit it.

We're also unable to exchange or upgrade an existing meter. Please contact your gas supplier if you want to do this.

If you're making your own arrangements for reconnecting your gas meter and appliances, it's very important the work is done by a Gas Safe registered engineer to satisfy our safety requirements, otherwise there's a risk of being left without a gas supply.

# What type of meter housing do I need?

The gas meter boxes shown in the pictures are typical of the types used for smaller gas loads. The gas meters that fit in these meter boxes are sometimes referred to as U6 meters and are generally found in domestic properties with up to five bedrooms.

In the pictures below you'll see the different choice of meter boxes available, along with information to help you decide which one to choose.

## Typical meter box types for U6 meters gas loads up to 65kW



### Built-in (recessed) meter box

The supply and fitting of this box is your responsibility. These are available from builder's merchants and large DIY stores.

- 600mm high
- 434mm wide
- protrudes 60mm from outer wall



### Unibox

Supplied and fitted by us.

- 500mm high
- 480mm wide
- 290mm depth



### Bolt-on box (wall-mounted box)

Supplied and fitted by us.

- Complete assembly
- 503mm high
  - 408mm wide
  - 224mm depth



### Above ground entry

For internal meter positions. We will always look for external meter positions for your meter unless this is the only available option.

You'll select your meter housing at the application stage of the process, and have a number of options to choose from.



### **Properties that require a larger meter (more than 65kW)**

When a property has more than five bedrooms, a U6 meter may not be large enough to support the supply required.

If you intend to heat any additional buildings such as a swimming pool, annex or guest accommodation, you'll need to provide us with an estimated annual gas load usage in kWh. A Gas Safe registered engineer will be able to help you calculate your gas loads, so contact Gas Safe Register on **0800 408 5500** or [gassaferegister.co.uk](http://gassaferegister.co.uk) to find one local to you, or look in the Yellow Pages.

### **Meter housing for gas loads which exceed 65kW**

The pictures below will give you an idea of the type of meter housings used for larger gas meters such as a U16. We can supply and fit these housings for you, including a concrete base if necessary, or you can arrange to do this work yourself.



# Is there anything I need to do before using my gas supply?

Every property's gas supply has its own unique Meter Point Reference Number (MPRN) which should be on a tag next to the gas supply pipe near your meter, or if your supply is newly installed, it will also be on your connection paperwork.

If you're a new customer, contact the Meter Point Reference Line on **0870 608 1524\*** or visit their website **[findmysupplier.energy](https://www.findmysupplier.energy)** to establish whether or not you have a gas supplier for your property, or to track down a missing MPRN.

If you need to find a supplier, a list is available from the Citizens Advice Consumer Helpline on **0808 223 1133** or **[citizensadvice.org.uk](https://www.citizensadvice.org.uk)**. Alternatively, the energy regulator Ofgem has information on their website **[ofgem.gov.uk/lists-licensed-companies](https://www.ofgem.gov.uk/lists-licensed-companies)**.

**Using gas without a supply contract is illegal.**

\*This service is not run by SGN. This call will cost 7p per minute plus your phone company's access charge.

## Getting in touch

If you have any questions after reading this booklet, please get in touch with our Customer Service team who are here to help you.

### Customer Service



**0800 912 1700**



**customer@sgn.co.uk**



**sgn.co.uk**



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**@SGNgas**



**Find us on**  
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### 10/10 service

We work 24 hours a day, 365 days a year to keep you safe and warm.

Your feedback helps us deliver 10/10 service every time. Please let us know if any of our team have delivered great customer service by calling **0800 912 1010** or by nominating them online at **sgn.co.uk**

We recognise that sometimes we don't get things quite right. Please tell us if we don't, and we'll resolve the matter as soon as possible. You can view our Complaint Handling Procedure and Guaranteed Standards of Performance at **sgn.co.uk** under Contact us.

If you smell gas at any  
time, call the National  
Gas Emergency number  
on **0800 111 999**

