

Step-by-step  
guide Non  
Standard  
Alteration

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nationalgrid

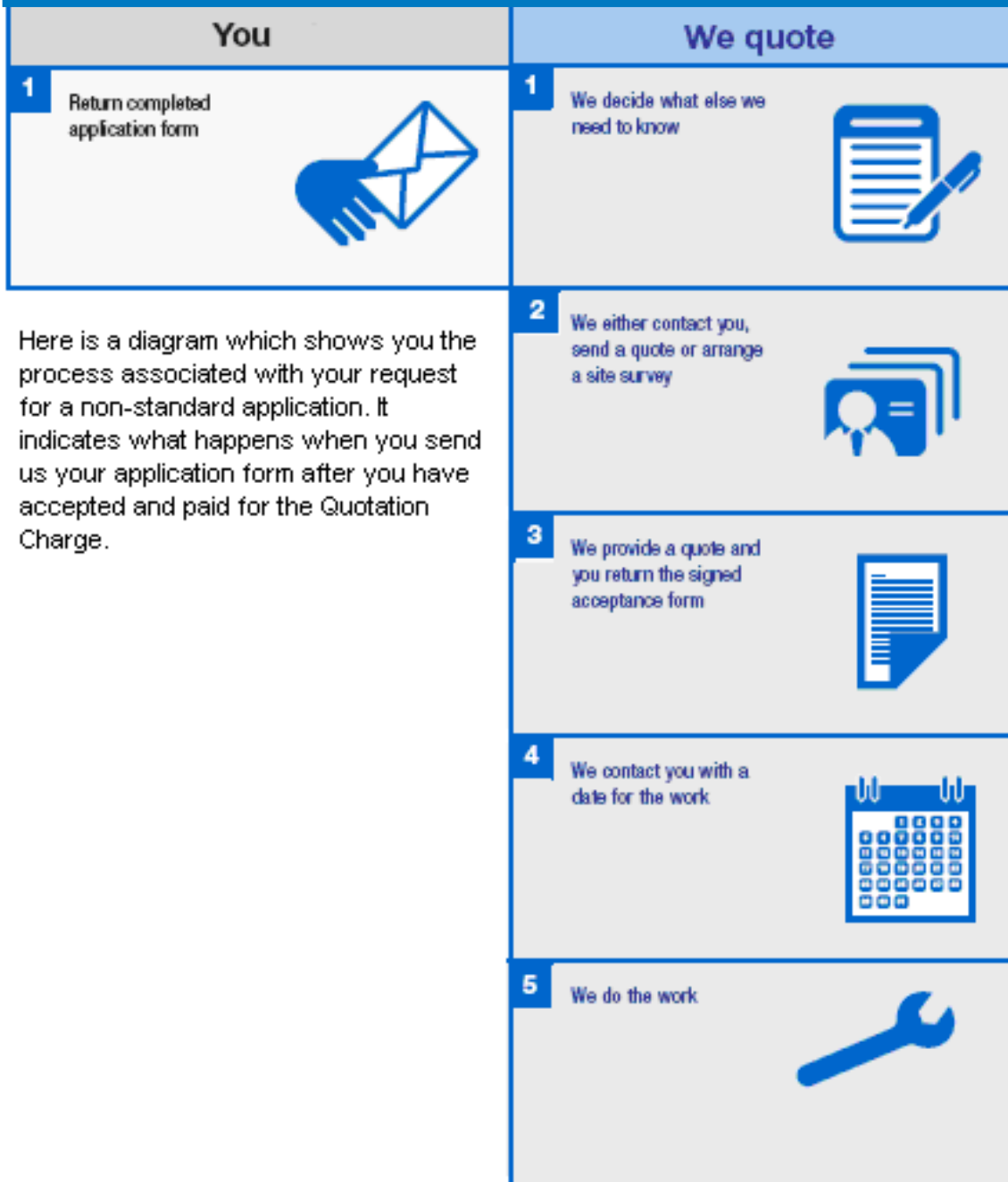


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# Altering your gas service - what happens?





# Introduction

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**You are encouraged to read this document and make notes of any requirements or questions related to your request before you apply for a new supply.**

It may be helpful to seek the guidance of a Gas Safe registered engineer.

This booklet is designed to help you answer questions you may have when applying online for a Non Domestic/Standard Service Alteration. The aim is to help you raise your Quotation Charge online, and how to accept and pay for your Quotation Charge.

## Why is my work non-standard?

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Your work request is determined to be Non Standard if your requirements for an alteration are:

- For a non domestic property (s)
- You wish to move your meter more than 20m from it's existing position
- If your meter is more than 3m above the ground level or above the first floor in a building
- If you are requesting alterations to multiple properties
- Alterations involving total/combined peak hourly flows (the combination of all your properties gas use at their highest gas use rate) above 275 KW/H (U25 meter).
- Alterations that terminate above the first floor where no viable gas valve (known as a Taylor Valve) is in place (In accordance with our multiple occupancy policy).

If your property is not used primarily for private residence e.g. it is a shop, church, residential home, office, factory unit or other commercial or other industrial premise it is determined to be Non Domestic and as such Non Standard.

This work is determined to be non standard and is subject to a Quotation Charge. The Quotation Charge is non refundable once the design work on providing you with a quotation has begun. It covers the cost of the site survey, network analysis and providing a bespoke quotation.

You can only apply and pay for the Quotation Charge online. Before any work commences on your quotation, we must have received your acceptance and payment of the Quotation Charge. You will also be required to submit an application form for your work as well as detailed site plans before your quotation can be produced.

# Important information

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## Alteration of gas service pipes in flats and other Multi-occupancy premises

Please note that not all gas service pipes in flats and other types of multi-occupancy premises are suitable for alteration.

In addition, where the gas service pipe can be altered, there may only be limited options available to you for the new service pipe position.

Following receipt of your online application, National Grid will contact you to undertake a survey. The purpose of the survey is to determine the suitability of your gas service pipe for alteration\* and if suitable, discuss and agree\*\* the options for repositioning your service.

**You are advised not to finalise any related internal pipework, appliance or building works until after the survey has been completed and when we have confirmed that the service pipe alteration is possible.**

\* If your gas service pipe is not suitable for alteration National Grid will refund all monies paid.

\*\* If the available options for the new service pipe position are not acceptable to you then you can terminate the contract and we will refund all monies paid.

## Suitable locations

- In a purpose-made meter box outside the building.
- In a purpose-made meter compartment outside or inside the building. A meter compartment shall be of sufficient size to accommodate the meter and its controls and provide adequate ventilation.
- In a garage or suitable outbuilding.
- Inside the building (backing onto an outside wall).
- At the boundary of the property, in a suitable enclosure.
- The meter must be sited as near as practicable to where the service pipe enters the building or outbuilding.

The location must allow easy access for inspection, reading of the index, operation of the emergency control valve, adjustment of the governor, servicing and replacement

## Locations to be avoided

- In close proximity to any source of heat, or where it may be subjected to extremes of temperature.
- The meter should not be sited within 300mm of the flue pipe from any gas appliances. Boiler rooms should be avoided.
- Where food is stored.
- In bathrooms.
- Where it might be liable to damage or cause an obstruction.
- Where it might be affected by a corrosive atmosphere or liquid, such as directly under a sink.
- Under stairways, in a common passageway or other part of the building forming the only means of escape in case of fire.
- The siting of the meter must be such that it does not constitute a danger to any persons.
- The meter must not be located where it will be in contact with cement or a floor that may be frequently wet.
- The meter must be no closer than 150mm to an electricity meter.

# Completing the application Online

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## Section 1 (Site details)

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You will be required to enter the postcode of the property where you wish the work to be done and then select the property

You will only be able to create a request for a quotation for a registered property. If your site address is not shown on our system, please contact the Post Office to register your property and then contact us on **0870 903 9999** to temporarily create your property. You will then be able to continue to create your request online.

## Section 2 (Select your work type)

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Select Non Domestic/Standard Service Alteration.

You will be asked questions that will determine the Quotation Charge value you are given and what options are available. We recommend you obtain the answers to the following questions before starting to make your online application.

### ▪ Question 1 (Your Own Reference)

If you have a reference that you wish to appear on all correspondence from National Grid, please provide it here.

### ▪ Question 2 (Property Category)

Please select whether your property is either:

- Domestic (primarily for private residential purposes)
- Non Domestic (primarily for commercial or industrial use). Churches and other religious buildings fall within commercial.

### • Question 3 (Property Type)

Please select the relevant option. If the property was originally a house, but has been divided into flats, maisonettes or bedsits select flat or maisonette.

If you require an alteration to a flat, a property that has been converted into separate units or other multi-occupancy premises please refer to the notes on pages 3 of this guide.

### • Question 4 (Floor of Property)

You will only be asked this question if your property type is flat or Maisonette. Please enter what floor your property is on e.g. 1<sup>st</sup> floor.

### • Question 5 (Floor Of Meter)

You will only be asked this question if your property type is flat or Maisonette. Please select what floor your meter is on from the available options.

### • Question 6 (Total Peak Hourly Load)

Please indicate the peak hourly gas flow in kilowatt hours. Please consult a Gas Safe registered engineer if you are unsure of this- contact the Gas Safe Register on 0800 408 5500 or visit [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk).

### • Question 7 (Property Ownership Details)

This is the person or organisation making the application. Select if you are:

- The owner, or
- An occupier/tenant of the property, or
- If you are a Business or other organisation arranging work including housing associations, church groups etc.

### • Question 8 (Secondary Contact)

If you have another person or organisation that you authorise us to speak to about your work, please provide this here. We can only speak to authorised people/bodies because of data protection.

When you have answered all of the questions, select **'Next'** in the bottom right of the screen.

## Section 3 (Additional Information)

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Please provide any other information related to your work in this box including:

- When your property will be ready for the work
- If you have any special entry requirements e.g. a pass word to allow our engineers access.

## Section 4 (Create Account)

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In order to receive a quotation and to progress with your order, you will be required to create an account by providing a correspondence address with an email address to where all written correspondence is to be sent.

Please enter all the relevant details in these sections. It is important that postcodes, house names/numbers contact names and telephone numbers (particularly daytime) are accurate in order for us to contact you if necessary. If we are unable to contact you when we need to, this may cause delays to the progress of your order.

You will only be able to create an account for a registered property. If your correspondence address is not shown on our system, please contact the Post Office to register your property and then contact us on **0870 903 9999** to temporarily create your property. You will then be able to continue to create your account.

## Section 5 (Choose Payment Method)

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You can opt to pay by

- Sending a cheque or postal order made payable to National Grid
- Credit or debit card by completing the card payment section.
- Pay later and receive a quotation only at this stage

If paying by card, once you have completed the card payment section, you may be taken to your banks website to authorise the payment. If taken to your bank you will either have to register for WEB transactions, or if you have done this already, to enter your password to authorise payment.

### • **What if you are not given the opportunity to pay?**

Some of the options you select may require National Grid to validate your requirements before a quotation can be made. National grid will validate whether what you are requesting is possible within two working days and will either:

- Provide you a quotation via email which you will be then able to accept within 45 calendar days, or
- We will inform you of the next course of action if we cannot provide you a quotation.

## Section 6 (Submit Your Order)

If you are accepting and paying as you submit your order, you should open the Terms and Conditions link and read the terms and conditions before ticking the box to say you agree to them.

Click on the Submit Order/Save Quotation button to create your order. Payment for any credit/debit card payments will be taken at this point.

Once you have submitted your order, the order confirmation screen will display your order reference. If paying by cheque, please ensure you send the cheque to National Grid with this reference on its reverse as well as your site address. Payment must arrive within 45 days of you submitting your order.

Shortly after submitting your order, you will receive an email with a copy of your quotation.

If you have chosen to receive a quote only at this time, you can log back in at any time over the next 45 days and accept and pay for your order.

Quotations are only valid for 45 days. If you do not accept and pay for your quotation within this time your quote will be cancelled and you will need to request your work again.

Please also note that once we have accepted your acceptance and payment this constitutes a formal contract between yourself and National Grid. Please refer to the terms and conditions included in your quotation letter for details.

### • **Validation**

All requests will be validated once they are accepted and payment has been received. Validation will determine:

- If what you are requesting is possible.
- That your site address for works is within National Grid's network.
- If any additional costs e.g. larger meter box are applicable.

The validation period is up to 2 working days. National Grid will contact you should there be any issue with your order and our team will discuss next steps.

If National Grid cannot contact you if we need to discuss issues with your request, this may cause delays to progressing with your order. Please ensure you provide us with a daytime telephone number where you can be reached.

# Frequently Asked Questions

## • What is a Quotation Charge?

As your work is Non-Standard, you will be unable to obtain a quotation for your work by using our online service but you will be able to obtain a price for the quotation charge which covers all of the design work necessary to provide you with a formal quotation.

You will have the option to either pay for the quotation charge online or to be shown its cost. The quotation charge is a mandatory charge which is **non refundable** once we have begun the design work for your quotation.

With effect from 1st April 2009, charges were introduced for all Non-Standard quotations. This was to ensure that on acceptance, customers will only have paid for the quote requested.

## • Will the quotation charge be taken off the final invoice and is the quotation charge refundable?

No. A quotation charge covers our administration costs for the design, network analysis and survey to produce your quotation.

At the point where a site survey has been carried out, the quotation charge is **non refundable**. Prior to this point we will be happy to refund your quotation charge.

If you do require your quotation charge order cancelling, this will mean your request for a quotation is also cancelled and you will not receive a quotation.

## • How long will it take to receive a quotation?

Work falling within Band 2 will receive a quotation within 21 working days.

Work falling within Band 3 has a longer lead time. This work will need to be passed to another department within National Grid to be quoted. This department requires more stringent analysis in order to produce a quotation.

## • How do I know what quotation band my job falls within?

For more information please see **Non-Standard Service Alteration Quotation Charges table** which will help you to determine the type of job you require.

Service Category	Criteria	Band
Non-standard alteration - medium gas usage	<ul style="list-style-type: none"> <li>Any Domestic property requiring an alteration where the load is greater than 696kW but does not exceed 1733kW</li> <li>Any Domestic property where the alteration distance is over 20m between new and old meter position requiring more than 20m of new additional pipe work</li> <li>Any Non Domestic property requiring an alteration where the load does not exceed 1733kw</li> <li>Meter location is more than 3m above ground level or above first floor</li> </ul>	2
Non-standard alteration - large gas usage	<ul style="list-style-type: none"> <li>As per band 2 but where load exceeds 1733kW</li> </ul>	3

The current quotation charge value is available on our website:  
<http://www.nationalgrid.com/uk/Gas/Connections/GasServices/MoveMeter/AlterationQuotationCharges.htm>

## • What will the work involve?

Please be aware that during your Domestic Service Alteration, holes and trenches will need to be dug in order to dig down to the existing service and to extend the service to its new location. This work will be kept to a minimum.

There are, however, circumstances when a trench will need to be dug the full length of the route of the service in order to replace it. National Grid will endeavour to keep these situations to a minimum by the use of modern pipe-laying techniques.

Where an existing gas service pipe needs to be removed from inside the building, the redundant hole through the wall or in the floor (depending on the service entry type) will be sealed.

Please note that your gas supply will be disconnected during the course of the work.



- **What time will my appointment be?**

Once you have accepted and paid for your quotation, National Grid will contact you within 20 working days to advise you of our earliest available date for commencement.

The commencement date is the appointment date when our engineers arrive to the site and is usually between 8am and 5pm. We cannot inform you what time during the day the engineers will arrive.

- **Do I need to be there on the day?**

You or your authorised representative must be on site when the engineers arrive to discuss and finalise the work requirements. If there is a need to vary what has been originally requested, you or your authorised representative will need to be on site to authorise this and any variations to costs.

- **How long will it take?**

Under normal circumstances the work you have requested will be completed within one working day of the work commencement.

However, if it is deemed necessary to replace the complete service pipe back to the main, the works may take longer. This will depend on the distance involved and site specific conditions.

If it is a part of the work National Grid are doing, the meter will be reattached to the service pipe and your appliances will be reconnected to the meter. This work will normally be carried out by a separate team.

Although we aim to complete all works between the hours of 08:00 and 17:00, we cannot guarantee what the length of time will be between these two teams.

- **Can the work be carried out under scaffolding?**

On the day of works being carried out, the site must be clear from all obstructions including scaffolding, skips in the route of the gas service, builder's huts, vehicles etc. Our engineers will not work under or within close proximity to scaffolding.

If there are any obstructions to prevent our engineers from carrying out the required work, they will leave site and you may be subject to pay the call out fees as per the agreed Terms and Conditions when you accept your quotation.

Work will need to be rescheduled and this will be to the next available date based on the notice required to the Highway Authority and work levels at the time. There may be a delay of weeks until we can return to site and carry out the works.

- **Reinstatement of excavation work**

If you have selected to provide any excavation, you must ensure that all pre-excavation is completed to the agreed standard before National Grid's engineers arrive on site. Once National Grid's engineers have completed the work on the service pipe, you must arrange for the reinstatement of any holes.

If the engineers dig a trench or a hole, they will refill it with the excavated materials but will be unable to complete the final top surface.

If you have selected '**National Grid Gas**' to provide any excavations, reinstatement work to hard surfaces (i.e. tarmac or concrete) is completed by a separate specialist team. This may be carried out up to 5 working days after completion of the alteration works. You will be advised at the time of the alteration works if subsequent reinstatement work is to be carried out.

Please note, that there will be circumstances where National Grid is unable to reinstate ground surfaces or building surfaces to the condition, colour or texture that existed before the works started. Please refer to the terms and conditions in the quotation form.

- **Can National Grid carry out a site survey before I apply?**

Please note that a site survey will only be carried out once we have received your acceptance and payment of the Quotation Charge as well as receipt of your site plans and completed application form (before providing you with a quotation for the work).

You will be contacted, during normal working hours to make a suitable appointment for a visit.

Once work begins on providing you a Quotation including a site survey, your Quotation Charge is non-refundable

- **Notice to local Highways Authority**

Where work is required on the Public Highway, National Grid is required by law to give notice to the local Highway Authority (normally seven working days prior to commencement of the works). In certain circumstances (e.g. traffic sensitive roads) National Grid is required to give an additional period of notice to the local Highway Authority. On rare occasions this could be up to 3 months depending on what work we need to do in the public highway and the type of road, e.g. close of a busy arterial road.

These notice periods are enforceable by the local Highway Authority. This may lead to delays in starting and completing the works.

- **Local Authority Permit schemes**

If the work you are requesting involves excavation of the street and your local highways authority operates a permit scheme for street-works, we may ask you to pay their permit charge along with your main payment for the work quoted.

If this is the case, we will show the highways authority permit fee separately as TMA Permit fee and this will be included in the total cost of your quotation.

Where VAT applies to the quoted charge for work, VAT is applied to the permit charge at the same rate.

Once we have agreed a date for the work that requires a local highways authority permit, should you wish to change the date we will pass on to you any additional highways authority permit charges that apply at the time of requesting the revised date.

If we should find that more work is necessary than originally quoted for, as we received incorrect or incomplete information from you, we will pass on to you any additional highways authority permit charges which may apply.

We will not charge you if further fees are incurred due to our failure or default.

- **Variation to scope of work on the day of the works**

The engineering team assigned to do the work will have been given instructions about the work required, based on the completed application form (or written quotation where supplied). If it is considered that the actual works required is materially different to that specified, you will need to be on site to sign a 'Variation of Works' before the works can continue. An invoice for the cost of the additional work will be sent to you separately.

Please note that if you are not present on the day of the works to agree to any variations, or if the work required is significantly different to that quoted for, the engineering team will need to defer the works until the variation is authorised, after which the work will then be rescheduled to the next available date based on the notice required to the Highway Authority and work levels at the time. There may be a delay of weeks until we can return to site and carry out the works.

In addition, you will need to ensure that any scaffolding around the site is removed before the work commences.

You will be advised of any variation to the scope of work or the price at the time of the visit.

If necessary a written quotation will be provided, normally within three working days of the site survey.

- **Consents**

If you are requesting work to be carried out that involves the installation of gas service pipes on land not in your ownership, you must obtain permission from the landowner (an easement/ wayleave) and this permission must be entered in your property deeds.

Where an Easement is required, National Grid will arrange for the Easement and the cost of providing an Easement will form part of your Quotation.

If consent or an Easement is not obtained, your work may be unable to go ahead.

Where the property is not in your ownership, e.g. rented or in joint ownership such as a maisonette, you must obtain permission from the person or company owning the building before any works can be carried out.

**National Grid can provide a standard consent form on request or you can download one from:**

<http://www.nationalgrid.com/uk/Gas/Connections/GasServices/>







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BX11 GEY

BX60 YTO

BX11 GD