

Step-by-step guide
to requesting your
Permanent Pipe
Disconnection

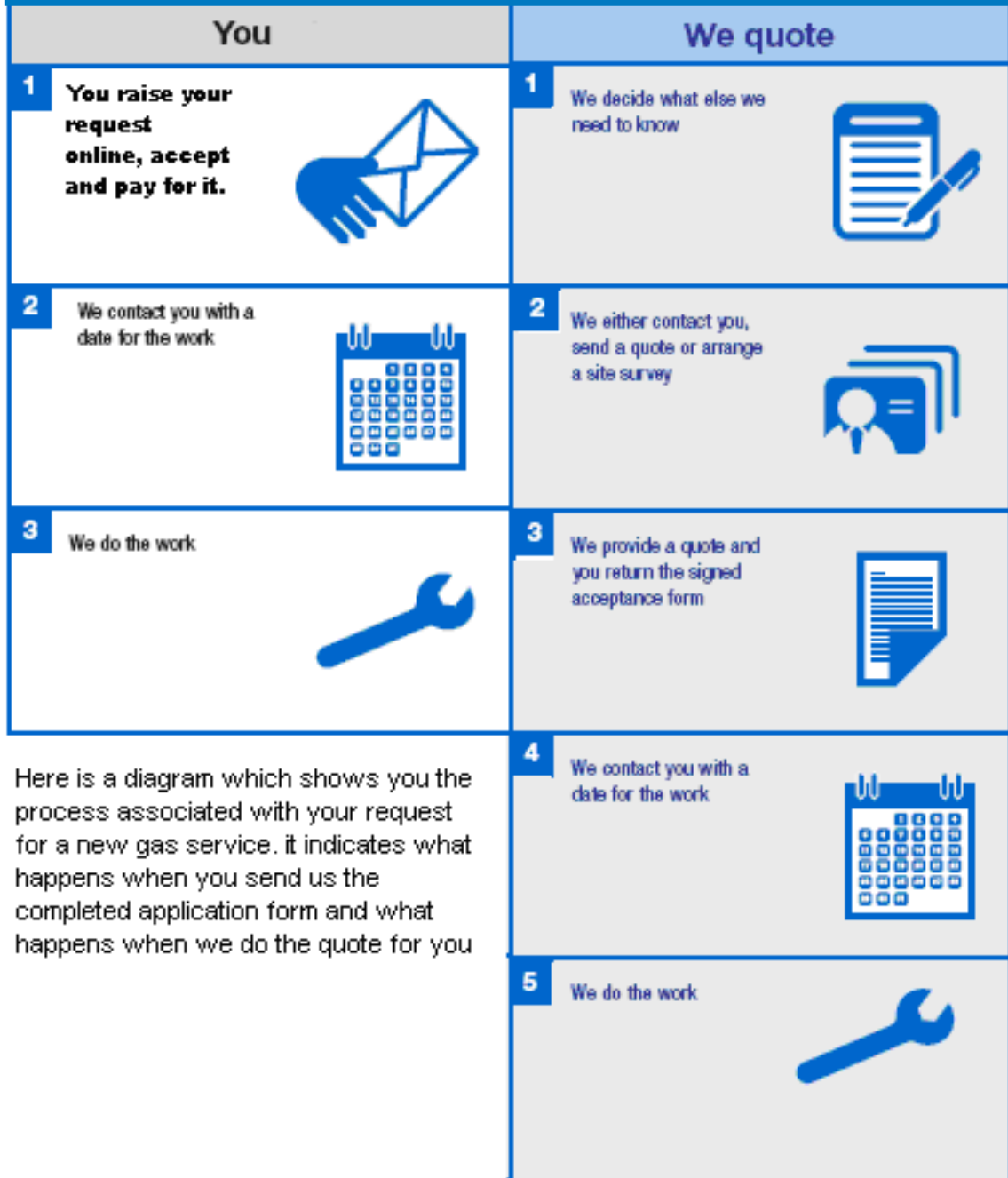
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Disconnecting a gas pipe - what happens?



Introduction

This booklet is designed to help you answer questions you may have when applying online for a permanent disconnection of your existing gas pipe.

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

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

Service or mains pipe disconnection?

A service pipe disconnection is applicable where single or multiple properties require the gas service pipe disconnecting from the gas main in the street. If your request is for a single domestic property then in all likelihood there is just one meter at the property and you will require a service disconnection

A mains pipe disconnection is applicable if you wish to disconnect **all** of the properties fed by a mains pipe. A mains gas pipe is identified by how many meters the pipe feeds. If the pipe feeds more than two meters then the pipe is classed as mains and will therefore require a mains disconnection

Important Information

- **Disconnection of gas service pipes in flats and other Multi-occupancy buildings**

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

In addition, where the gas service pipe can be disconnected, there may only be limited options available to you.

On receipt of your application, National Grid may contact you to undertake a survey. The purpose of the survey is to determine the suitability of your gas service pipe for disconnection* and if suitable, discuss and agree** the options for disconnecting 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 disconnection is possible.

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

** If the available options for the disconnection are not acceptable to you then you can terminate the contract and we will refund all monies paid.

Completing the application online

Section 1 (Site Details)

Please enter the postcode for where the work is required and select the correct property.

If the property isn't listed, please contact us and we can create it quickly on our systems to allow you to continue. You should still register your property with the Post Office and the Land Registry department.

Select 2 (Select Your Work Type)

Please select whether your request is for a:

- Service Pipe Disconnection
- Mains Pipe Disconnection

How many disconnections?

You will be asked if the application is for more than one property. If you select yes you will be asked how many properties it is for before answering the following questions

Question 1 (Name or Number of Property)

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

Question 2 (Your Own Reference)

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

Question 3 (Property type)

Please select the appropriate option for your property.

If you require a disconnection 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 & 10 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. 1st 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 (Disconnect Meter Size)

Important: You will only be asked this question if you are ordering a Service Pipe Disconnection.

Please indicate whether there is a gas meter on site at the present time or select your current meter size. The following will help you identify its size if unsure.

National Grid will not carry out the disconnection if the meter is still on site. You will have to arrange with the gas supplier or meter asset manager to have this removed before the National Grid work is due to be started. However in the event that there is no supplier registered to the meter then you may be able to employ a Gas Safe registered engineer to do this. Contact **0800 408 5500** or www.gassaferegister.co.uk

Identifying your current meter size

If you are unsure of the size of your meter after reviewing the following information, please contact your gas supplier or meter asset manager. They will be able to provide you with the size of your meter.

The following is a general guide for meter sizes based on a customer's use:

U6 or standard domestic meter: Most Domestic properties will only have a U6 meter.

Larger than a U6 meter: if the meter on site is larger than a standard domestic meter.

Unknown or no meter on site: for properties where the meter has been removed already or you cannot identify the present meter size.

Sizes for meters are usually displayed with a prefix of U or E followed by a digit. This information can usually be seen on your meter near the dial. [Diagram 1](#) is an example of the location of the meter size on the dial.

Sometimes, the size of the meter is displayed in the following format:

Q max = 6 M3/H. In [Diagram 2](#) the number that appears after "Q max" is the size of the meter.

Therefore, for these examples, the size of the meter is "U6".

If your meter displays a format of **Q max = 16 M3/H** you should select the U16 option or U25 for displays showing **Q max = 25 M3/H.**

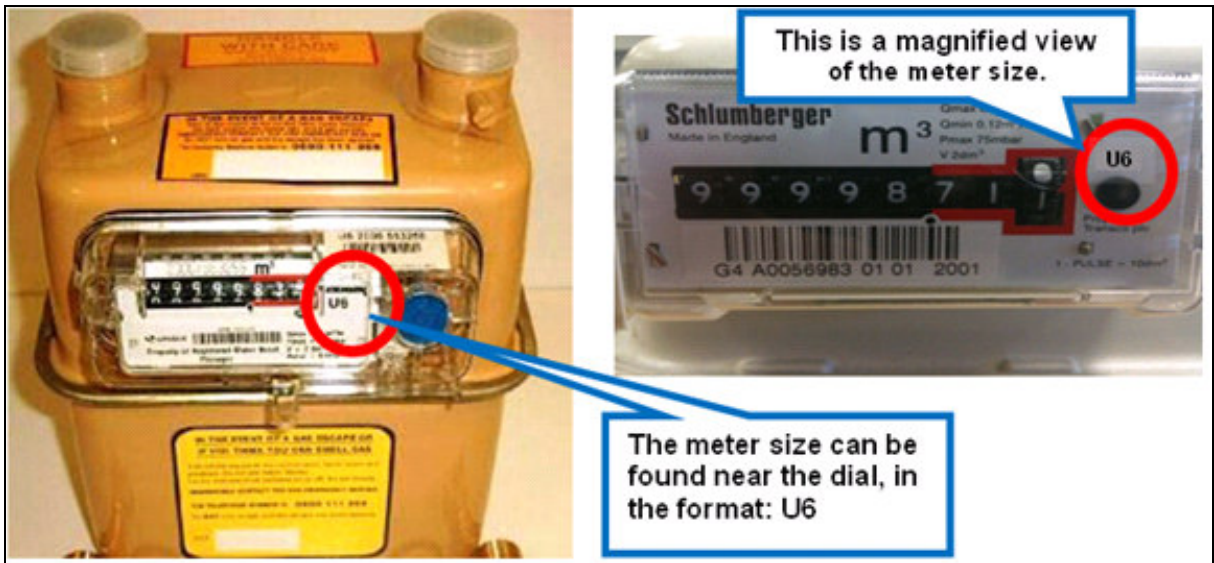


Diagram 1

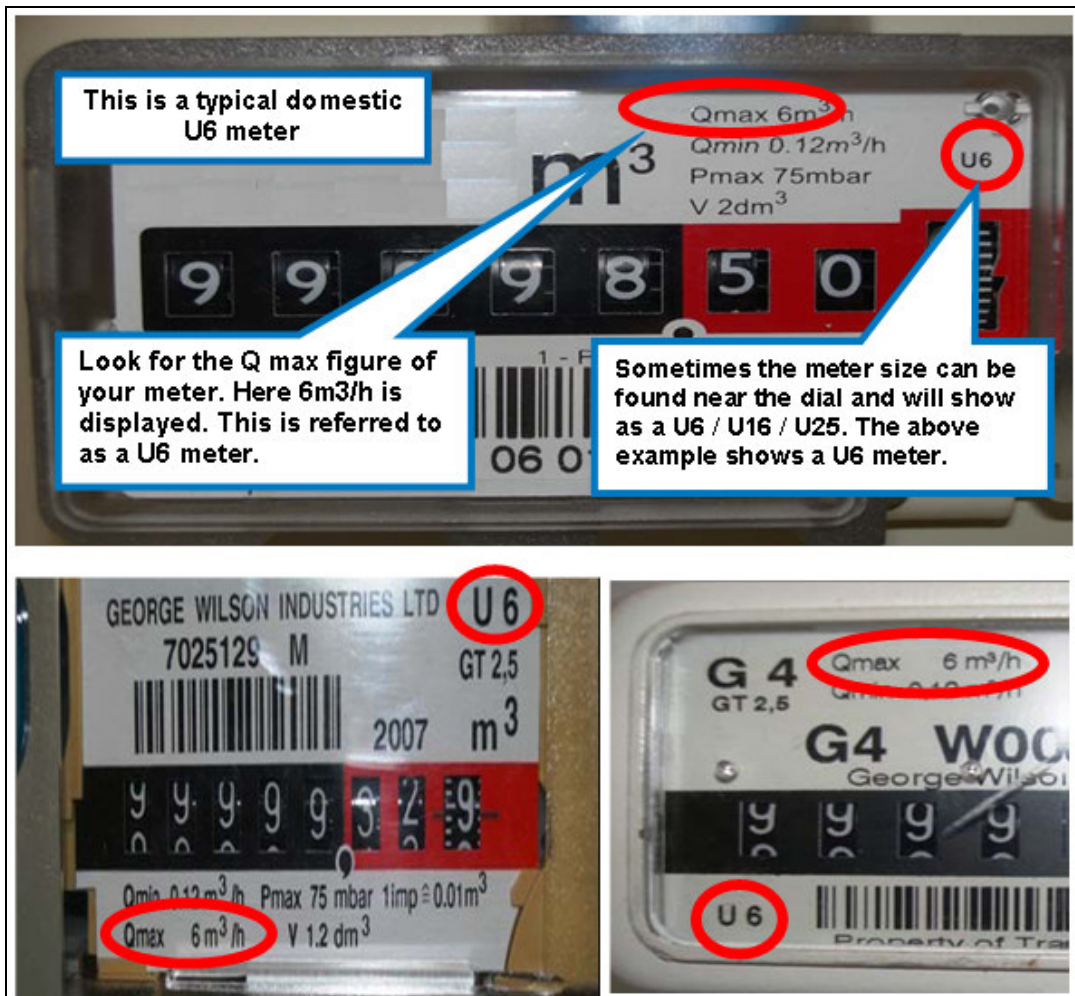


Diagram 2

Question 7 (Existing pipe diameter)

IMPORTANT: Under no circumstances should you seek to excavate or in any other way interfere with the service pipe in order to identify the diameter or for any other reason. Please select 'Unknown' if you do not know the pipe diameter and National Grid will determine this for you.

If you are ordering a Service Pipe Disconnection this will default to <=63mm if you have selected U6 as your disconnection meter size.

If you have not selected U6 as your meter size and you can safely identify the service pipe diameter, please select the correct option.

Question 8 (Surface category)

Please select the top surface of the ground where you wish the service pipe to be disconnected. The disconnection point is usually on the footpath or road at the boundary of your property.

Question 9 (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.

Multiple Disconnections?

When you select '**Next**' in the bottom right of the screen, you will be asked all of the same questions as above for each of the properties until you have provided the information for each property.

Section 3 (Additional Information)

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)

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)

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 will the work involve?**

For a Service Pipe Disconnection the engineers will permanently disconnect (cut off) the gas service usually at the boundary of the property either in the road or the footpath.

Once National Grid have disconnected all of the required pipe, we will issue a 'Site Clear Certificate' which is the formal notice that the pipes are now cut off from gas and you can remove them from your site.

- **Reinstatement of excavation work**

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. This may be carried out up to 5 working days after completion of the works. You will be advised at the time of the 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.

- **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 day of appointment. Our engineers will arrive to the site 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, in some circumstances the work may take longer. You will be advised of the planned duration of your work when you are given its commencement date

- **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.

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

In order to keep costs down, site visits are kept to a minimum. National Grid find that the majority of applications received can be accepted from the information provided by the customer.

- **What if National Grid consider a site survey is necessary?**

If National Grid needs to carry out a site survey you will be contacted, during normal working hours, to make an appointment for a visit. Please note that a site survey will only be carried out after processing your acceptance (before providing you with a plan date for us to undertake the work).

- **Variation to scope of work following a site survey**

Following a site survey, should National Grid consider that the work required is materially different to that specified, you may be required to sign a 'Variation of Works' before the works can take place. An invoice for any additional cost will be provided.

- **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 (or your representative) 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.

- **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.

- **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.

National Grid have provide a standard consent form in this application pack.

Please complete the Consent Form and return it with your application form.

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.

- **How is my quotation price determined?**

Standard Quotation is a desktop quotation for an individual request which results in the application of a standard price, (excluding self-quotations).

The charges quoted are standard for the type of work you are requesting. We calculate our charges in accordance with the connections charging methodology and reflect the costs incurred in carrying out a typical job in this category.

Whilst the actual work content of a particular job may vary from the average for any given standard charge category, the use of standard charging is designed to be generally advantageous to customers. Standard charges avoid the additional cost of providing a bespoke design and quote service for large numbers of jobs that are similar in nature.

- **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.

- **Further help**

If we have not answered your question, please go to our website www.nationalgrid.com/gasservices and select the 'Ask us a question' option.

- **Contacting us**

Should you need to contact us about any of the details in this guidance or to help you with your online request, you can contact us on the below details.

Customer Contact Centre telephone:
0870 903 9999
Monday to Friday 8am till 6pm (excluding bank holidays)

Email address:
gasconnections@aknationalgrid.com

In writing:
Sales Order Processing
National Grid
PO Box 5516
Wolverhampton
WV1 9NZ

- **Other useful contacts**

Please note that the provision of connection services is open to competition. To obtain an alternative quotation for connections works, please see the web page: <http://www.nationalgrid.com/uk/Gas/Connections/CompetitiveQuotationForm/>

Details of independent connection providers who hold Gas Industry Registration Scheme (GIRS) membership can be found on the following web sites: <http://www.sbgj.org.uk/UIP> or <http://www.lloydsregister.co.uk/girs.html>

A list of Gas Transporters can be found on the Ofgem website: www.ofgem.gov.uk



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