

## Business to Business Application Step by Step Guide

Online tutorial

# Contents

---

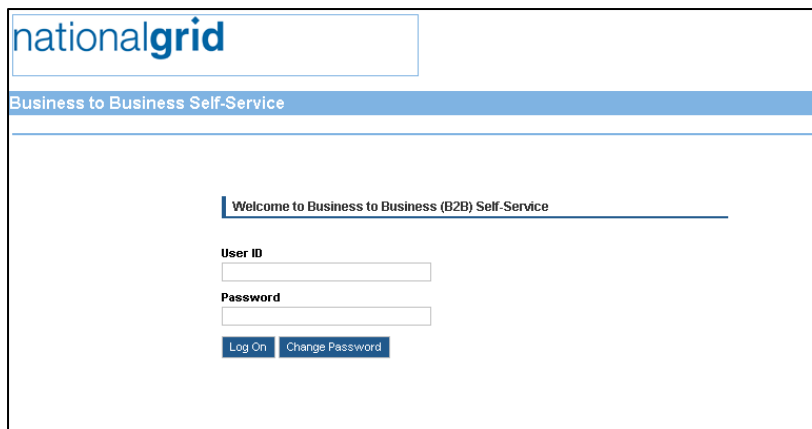
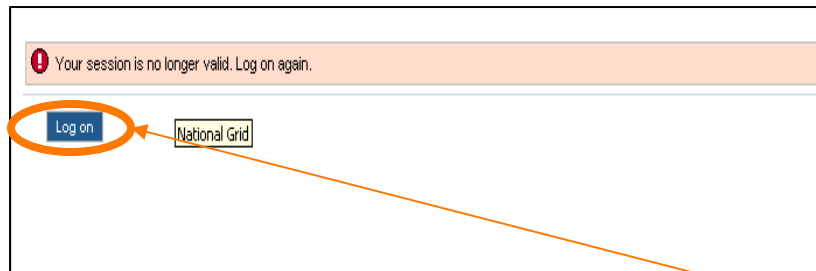
- Introduction – page 3
- WEB Pages – page 4
- Login – page 9
- Create a new order – page 11
- Returning to accept an order – page 57
- Returning to accept an order with a zero value – page 62
- Validation – page 67
- Contact us – page 79

# Introduction

---

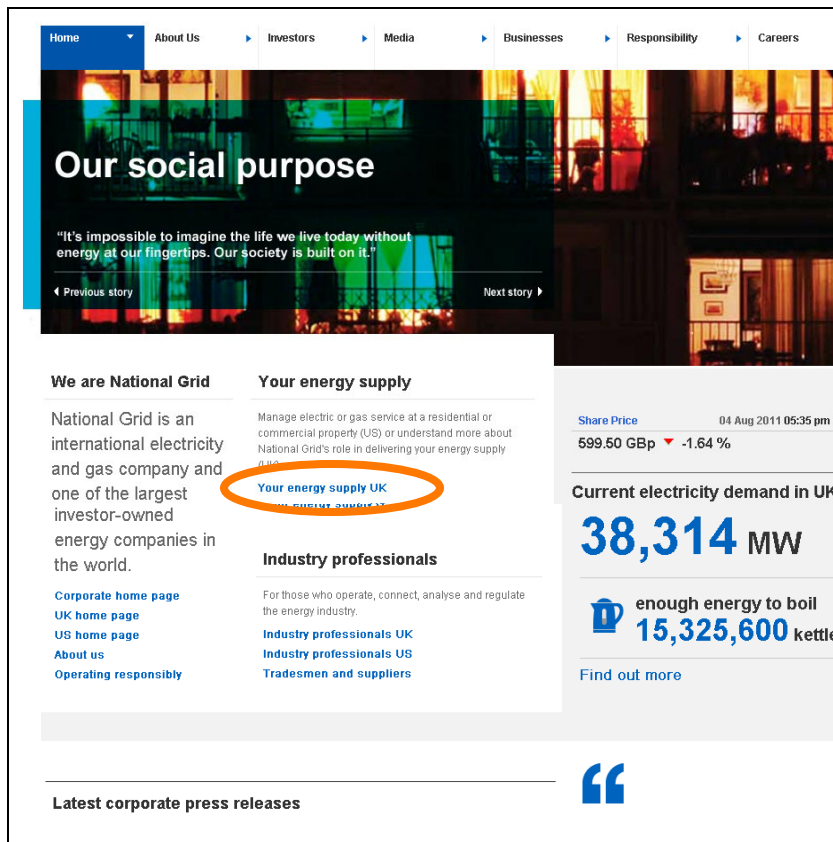
- To keep up with an ever changing business market, and to be the best for our customers, National Grid is now online providing a Business To Business or B2B application process, at any hour, on any day.
- This new web-service allows you to request a job, whether it be a
  - **Domestic New Service** (for existing and new build properties)
  - **Domestic Service Alteration** (movement of meter and/or service pipe or upgrade of service pipe size)
  - **Disconnect Existing Gas Service** (main or service pipe)
  - **Non-Domestic or non Standard New Service** (for new services to commercial properties or domestic properties outside standard distances or multiples)
  - **Non-Domestic/Standard Service Alteration** (meter/pipe move, domestic non standard distances and commercial premises)
  - **Domestic Meter Box Spares And Repairs** (spare parts or repairs)
- It also allows an instant quotation which you can accept on-line through a secure method-of-payment as well as integrated online support.
- This guide will show you, section by section, the process to go through to achieve a quotation for your required job.

# WEB Pages



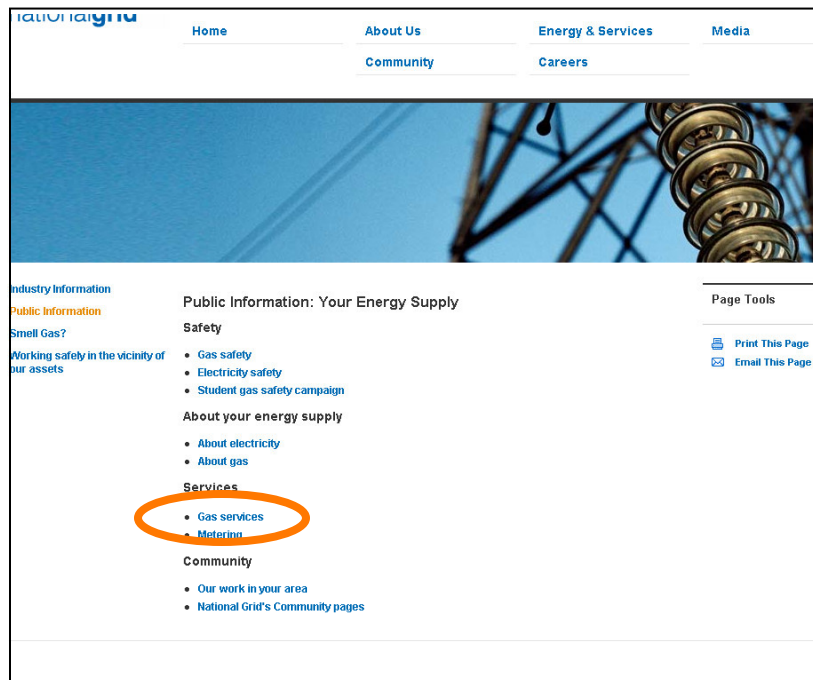
- The shortcut route to the application screen is:
  - [https://ukgasb2b.natgrid.co.uk/b2b\\_ng/init.do](https://ukgasb2b.natgrid.co.uk/b2b_ng/init.do)
  - You can save a link to your favourites for easy finding.
  - When opening from your favourites, select '**Logon**'.
- It is advised that you are aware of the following screens as they do have links to other screens which contain training guides and Terms and Conditions.

# WEB Pages



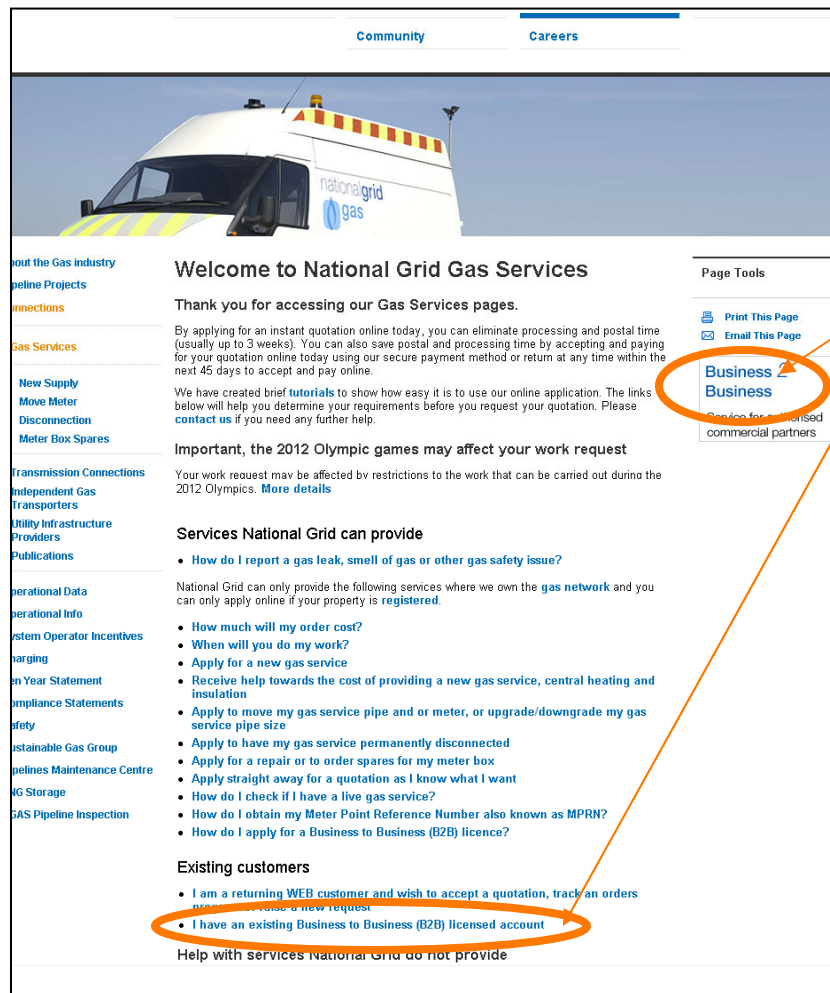
- When you enter our website without following the shortcut, select on 'Your Energy Supply UK'.

# WEB Pages



- Follow this by selecting '**Gas Services**' under '**Services**'.

# WEB Pages



- Select the 'Business 2 Business' link or the 'I have an existing business to business (B2B) licence' link.
- Both links will take you to the same screen.

# WEB Pages

The screenshot shows the 'UK Gas Services: Important information' page. On the left is a navigation menu with categories like 'About the Gas industry', 'Pipeline Projects', 'Connections', 'Gas Services', 'Transmission Connections', 'Independent Gas Transporters', 'Utility Infrastructure Providers', 'Publications', 'Operational Data', 'Operational Info', 'System Operator Incentives', 'Charging', and 'Ten Year Statement'. The main content area is titled 'UK Gas Services: Important information' and includes a 'Page Tools' section with 'Print This Page' and 'Email This Page' options. Under 'What you can do', there is a list of actions: 'Apply for a quotation or a quotation charge', 'In most cases, receive an instant quotation', 'Accept and pay for your quotation or quotation charge', 'Track your order progress', 'View your account details', and 'Change your password'. Under 'Further help', there is a paragraph: 'You can obtain extra help with processing an order by consulting the B2B tutorial. Alternatively please contact us to:'. Three orange circles highlight the links: 'launch the online application >', 'B2B tutorial', and 'contact us to:'. Arrows point from these circles to the corresponding items in the list on the right.

■ On this page you can open a link to:

■ Launch the application

■ Tutorial

■ Open 'contact us' for National Grid contact details



# Login

Welcome to Business to Business (B2B) Self-Service

**User ID**

**Password**

[Log On](#) [Change Password](#)

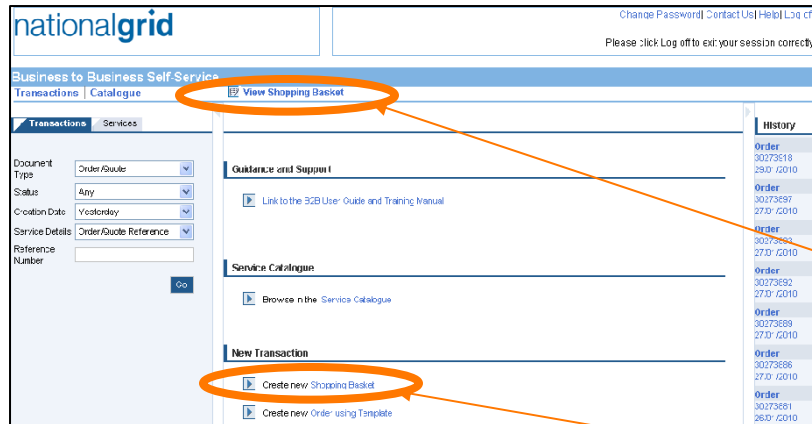
- You will need to enter your User ID and password.
- Once logged in you can:
  - Raise new work requests.
  - Monitor the progress of an order.
  - Return and pay for work already raised.
  - Change your password

# Login

---

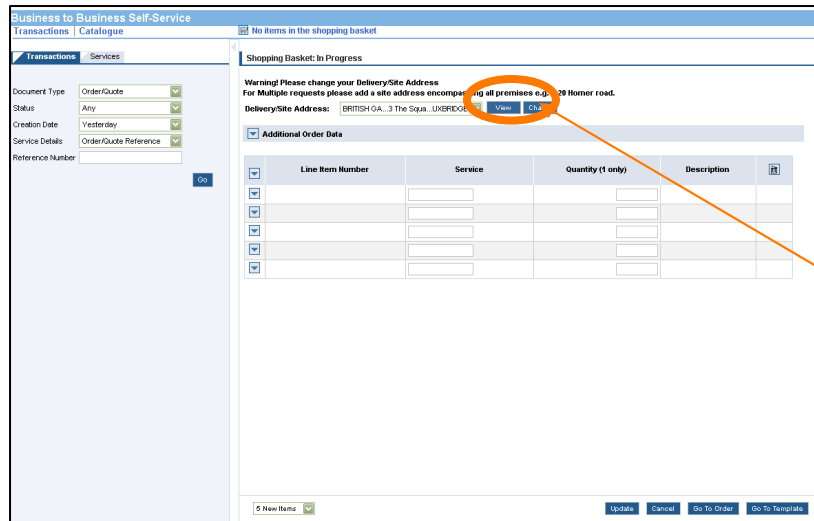
- Password problems:
  - If you cannot remember your password please phone or e-mail the Customer Ordered Sales contact centre and arrange for a password reset on:
    - 0870 903 9999 or
    - e-mail [cos.enquiries@uk.ngrid.com](mailto:cos.enquiries@uk.ngrid.com)
  - The password will be reset and sent to the e-mail address the account is registered to. It is advised that you change the emailed password for security reasons and advise all others who use it what it has been changed to.

# Create A New Order



- Once logged on you will be presented with this screen.
- To load the job page select:
  - **'View Shopping Basket'**
  - Or
  - **'Create New Shopping Basket'**

# Create A New Order



- The site address will automatically be defaulted to the company's correspondence address.
- To view the current address select '**View**'.



# Create A New Order

The screenshot shows the 'Business to Business Self-Service' interface. On the left, there are filters for Document Type, Status, Creation Date, Service Details, and Reference Number. The main area is titled 'Shopping Basket: In Progress' and contains a warning: 'Warning! Please change your Delivery/Site Address. For Multiple requests please add a site address encompassing all premises e.g. 1-20 New Street.' Below the warning, the 'Delivery/Site Address' is listed as 'BRITISHQA\_3 The Squ... LIVERPOOL' with a 'Change' button circled in orange. Below this is a table for 'Additional Order Data' with columns for Line Item Number, Service, Quantity (if Qty), and Description. At the bottom, there are buttons for 'Add New Items', 'Update', 'Cancel', 'Go To Order', and 'Go To Translate'.

- You will need to change the site address from your correspondence address to the site address where work is required.
- To change the site address, select '**Change**'.

# Create A New Order

No items in the shopping basket

**Specify a Delivery/Site Address**

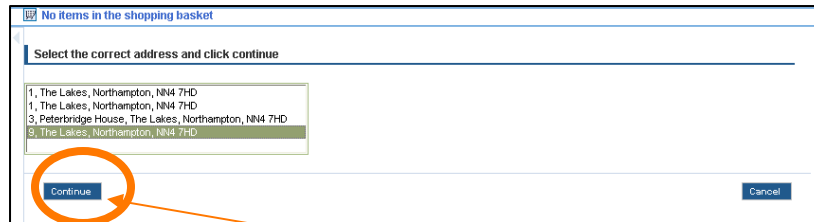
Site Contact *	BRITISH GAS
Name 2	
Postal Code *	nn4 7hd <input type="button" value="Find"/>
House Number	
	<input type="checkbox"/> New Build (address not yet registered)
Building Name	3 The Square, Stockley Park,
Street	
Locality	
Town/City	UXBRIDGE
Country *	United Kingdom <input checked="" type="checkbox"/>
Site Telephone *	
Fax	

(\*) You must fill out these fields

Please enter the Post Code and select the Delivery/Site Address property from the list provided. If the property is not available then select the new build box and enter the address manually

- To change the site address:
  - Delete the pre-populated postcode and house number.
  - Input the new site postcode.
  - Select, **'Find'**.

# Create A New Order



- A list of all registered addresses will be displayed.
  - Highlight the correct site address
  - Select '**Continue**'.
- **Please note** - If the address you require is not listed, select any of the available properties and you will be able to override the property details on the following screen.

# Create A New Order

No items in the shopping basket

**Specify a Delivery/Site Address**

Site Contact \*

Name 2

Postal Code \*

House Number

New Build (address not yet registered)

Building Name

Street

Locality

Town/City

Country \*

Site Telephone \*

Fax

(\*) You must fill out these fields

Please enter the Post Code and select the Delivery/Site Address property from the list provided. If the property is not available then select the new build box and enter the address manually

- The new site address information will be populated.
- You must enter a site telephone number and the system will provide an error message if you fail to do this.



# Create A New Order

No items in the shopping basket

Specify a Delivery/Site Address

Site Contact \*

Name 2

Postal Code \* NN4 7HD Find

House Number

New Build (address not yet registered)

Building Name

Street The Lakes

Locality

Town/City Northampton

Country \* United Kingdom

Site Telephone \*

Fax

(\*) You must fill out these fields


Please enter the Post Code and select the Delivery/Site Address property from the list provided. If the property is not available then select the new build box and enter the address manually

- If the site address is for a new build or unregistered property
  - Select the ‘**New Build (address not yet registered)**’ box.
  - Delete the populated premise details leaving the street details.
  - Input the new build’s temporary or intended address e.g.: Plot adjacent to 9.
- Simple numbers, e.g. 9 should go into the ‘House Number’ field, but if the new premises is identified with numbers and letters or just letters, the premise details should be entered in the ‘Building Name’ field instead.


# Create A New Order

No items in the shopping basket

**Specify a Delivery/Site Address**

Site Contact \*  

Name 2

Postal Code \*  

House Number


New Build (address not yet registered)

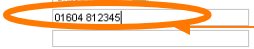
Building Name

Street

Locality

Town/City

Country \*  

Site Telephone \*  

Fax

(\*) You must fill out these fields

Please enter the Post Code and select the Delivery/Site Address property from the list provided. If the property is not available then select

- It is also possible to update the Site contact (e.g. your customer's name).
- You must add a site telephone number for us to contact your customer directly to arrange plan dates etc.

# Create A New Order

The screenshot shows a web form titled "Specify a Delivery/Site Address" with the following fields and values:

Site Contact *	Mr Smith
Name 2	Mrs Smith
Postal Code *	NN4 7HD <input type="button" value="Find"/>
House Number	9
	<input type="checkbox"/> New Build (address not yet registered)
Building Name	
Street	The Lakes
Locality	
Town/City	Northampton
Country *	United Kingdom
Site Telephone *	01604 812345
Fax	

(\*) You must fill out these fields

Please enter the Post Code and select the Delivery/Site Address property from the list provided. If the property is not available then select

- **Important:** when you have finished entering the new site details you **must** select **'Save'**.

- If you do not **'Save'**, the site details will revert back to the correspondence address (your office) and the order will be raised against this instead of the site address.

# Create A New Order

Business to Business Self-Service

Transactions **Catalogue** No items in the shopping basket

Transactions Services

Document Type: Order/Quote

Status: Any

Creation Date: Yesterday

Service Details: Order/Quote Reference

Reference Number:

Go

Shopping Basket: In Progress

Warning! Please change your Delivery/Site Address  
For Multiple requests please add a site address encompassing all sites

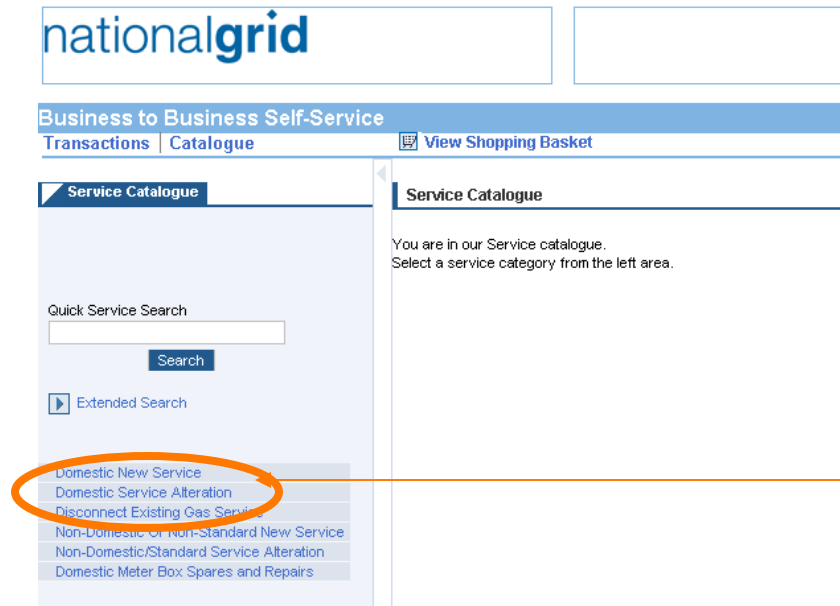
Delivery/Site Address: EAGA PLC...EAGA HOUSE...NEWC

Additional Order Data

Line Item Number	Service
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

- To select the product you wish to order, select '**Catalogue**' at the top left hand corner of the screen.


# Create A New Order



- Select the job type from the left. For this example we will select '**Domestic Service Alteration**'.

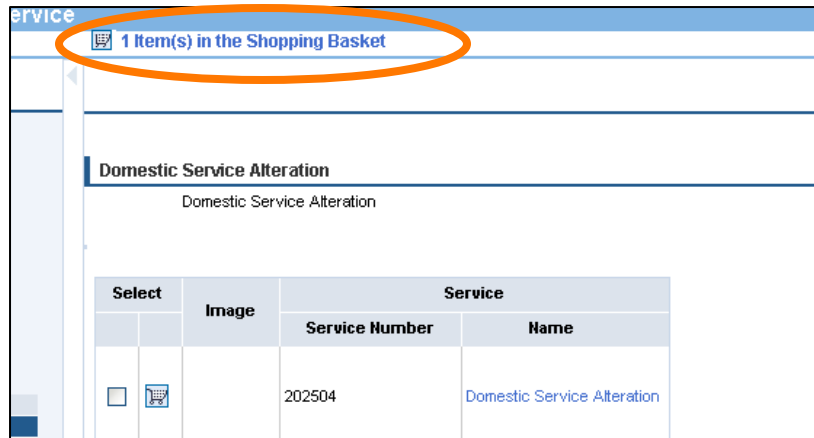
# Create A New Order

The screenshot shows the National Grid Business to Business Self-Service portal. The main content area displays a table of services under the heading 'Domestic Service Alteration'. The table has columns for 'Select', 'Image', 'Service Number', and 'Service Name'. A single row is visible with 'Service Number' 202500 and 'Service Name' 'Domestic Service Alteration'. In the 'Select' column, there is a checkbox and a small icon representing the shopping basket. An orange circle highlights this icon, and an orange arrow points from it to the right-hand text. Below the table, there are buttons for 'Select All', 'Cancel Selection', and 'Add to Shopping Basket'. The 'Products Per Page' is set to 5.

Select	Image	Service Number	Service Name
<input type="checkbox"/> 		202500	Domestic Service Alteration

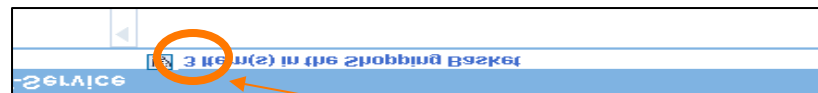
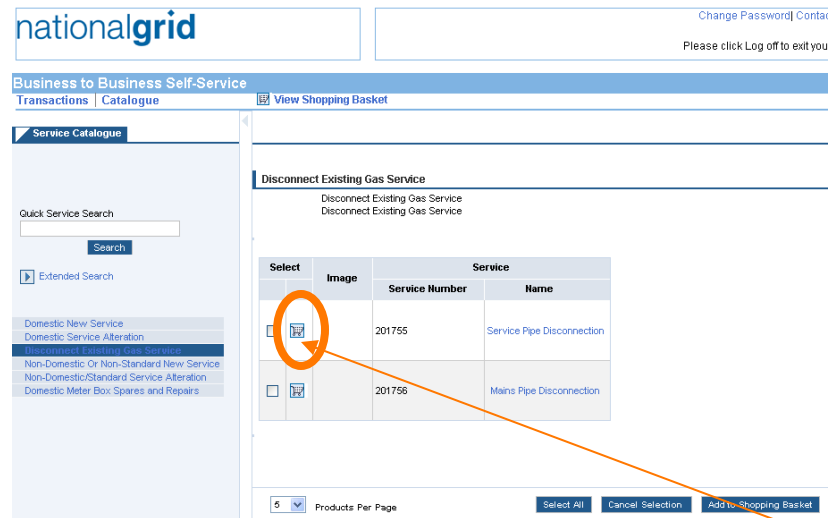
- For this example we will tick the box to select an **‘Domestic Service Alteration’**.
- To add the item to the shopping basket, select the shopping basket icon next to the tick box.

# Create A New Order



- The page will refresh with the shopping basket now reading 1 item.

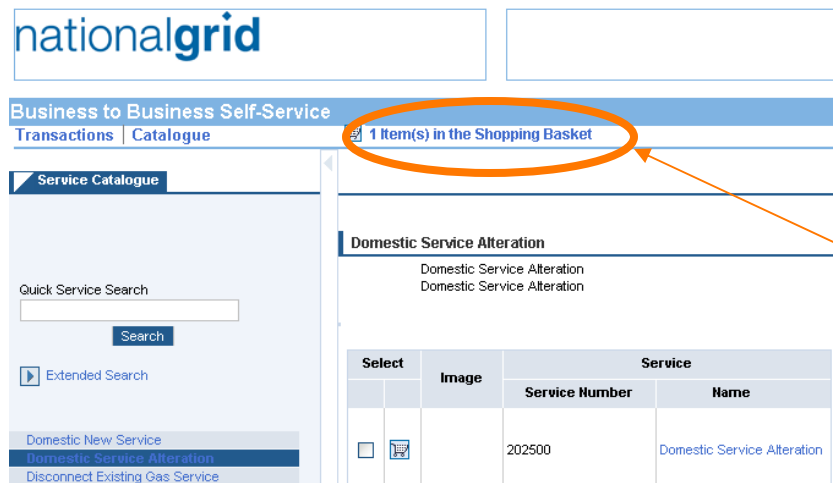
# Create A New Order



- Only disconnections are allowed to have more than one item on the order and they must be within the same postcode grouping.
  - Mixing work types on an order is also not permitted e.g. alteration with a disconnection.
- If requesting a disconnection, add one item to the 'shopping basket' for each property that requires a disconnection.
- When multiple disconnections have been raised, the shopping basket will display the total number of items added.



# Create A New Order



- Once you have finished adding your item (s) into the shopping basket:
- Select the shopping basket to open the order.

# Create A New Order

The screenshot shows the National Grid Business to Business Self-Service portal. The main content area is titled "Shopping Basket: In Progress" and contains a warning message: "Warning! Please change your Delivery/Site Address. For Multiple requests please add a site address encompassing all premises e.g. 1-20 Homer road." Below this, the "Delivery/Site Address" is listed as "ASPIRE HOU...KINGSLEY...NEWCASTI" with "View" and "Change" buttons. An "Additional Order Data" section contains a red error message: "At least one item is invalid / incomplete; check invalid items before continuing. Go to the first invalid item." Below the error message is a table with the following data:

Line Item Number	Service	Quantity (1 only)	Description
10	201755	1	Service Pipe Disconnection

The error message and the table are highlighted with an orange box. A blue square and an arrow point from the text on the right to the error message.

■ The following screen will list all the items you have added to the shopping basket.

# Create A New Order

Additional Order Data

At least one item is invalid / incomplete; check invalid items before continuing. [Go to the first invalid item.](#)

Line Item Number	Service	Quantity (1 only)	Description	
10	201752	1		

Our database has identified that the postcode you have entered may not be within an area owned or operated by National Grid. Please be aware that some postcodes near to our network boundaries are not exclusively operated by us.  
If your property is near to our network boundary and has been initially rejected please contact us to arrange a free manual check. Alternatively please follow this link for a list of Distribution Network Companies - [Gas Distribution](#)  
Any questions or queries, please telephone us on 0870 903 9999.

5 New Items

Update Cancel Go To Order Go To Template

- If you receive this screen, it is because the property / postcode has been identified as not belonging to National Grid's retained business.
- If you wish National Grid to validate this, please contact us and we will do so.
  - We can update our system within minutes if the property can be quoted by us and we will then inform you to try again.
  - If we cannot quote for the property, we will advise you who to apply to.

# Create A New Order

At least one item is invalid / incomplete; check invalid items before continuing. [Go to the first invalid item.](#)

Line Item Number	Service	Quantity (1 only)	Description
10	201755	1	Service Pipe Disconnection Configure Service

The configuration for the product 201755 is incomplete. Mandatory information is required, please go / return to the configuration screen.

- When you enter the shopping basket, there will be red warning message indicating that there are incomplete items.
- If you select '**Go to the first invalid item**' you will be taken to the first incomplete item.
- The item will have a message on it informing that it is incomplete and requires the configuration to be completed.

# Create A New Order

Line Item Number	Service	Quantity (1 only)	Description
10	202504	1	Domestic Service Allocation <b>Configure Service</b>

**!** The configuration for the product 202504 is incomplete. Mandatory information is required, please go / return to the configuration screen.

- Select the '**Configure Service**' button to complete the item requirements.

Line Item Number	Service	Quantity (1 only)	Description
10	201755	1	Service Disconnection <b>Configure Service</b>
20	201755	1	Service Disconnection <b>Configure Service</b>
30	201755	1	Service Disconnection <b>Configure Service</b>

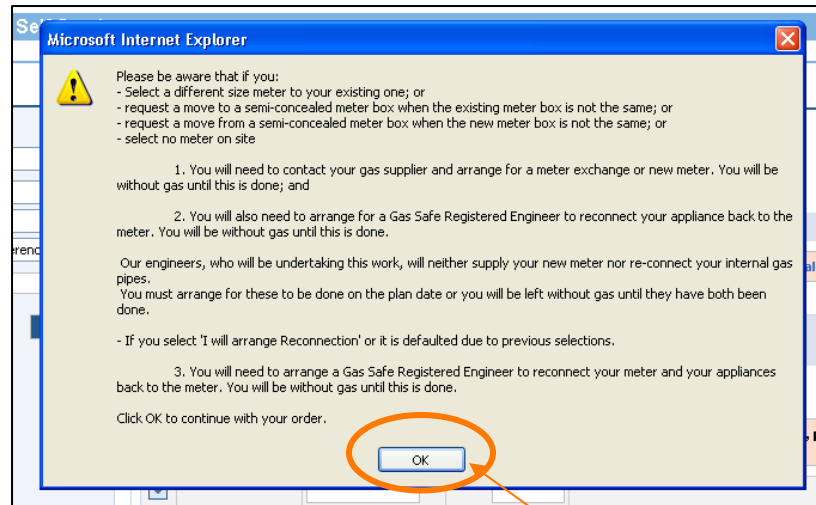
**!** The configuration for the product 201755 is incomplete. Mandatory information is required, please go / return to the configuration screen.

**!** The configuration for the product 201755 is incomplete. Mandatory information is required, please go / return to the configuration screen.

**!** The configuration for the product 201755 is incomplete. Mandatory information is required, please go / return to the configuration screen.

- If you are ordering multiple disconnections, each of the items will require the configuration completing in turn.

# Create A New Order



- When configuring a Domestic Service Alteration, you will receive a pop-up message informing you about reconnection and what to do if you opt out or are opted out of reconnection.
  - You will only receive this for Domestic Service Alterations.
- Select 'Ok' when you have read this.

# Create A New Order

General OFFICE USE ONLY

New Meter Size Reset ?

U6  U15  U25

New Meter Box ?

Built-in, recessed in wall  Surface mounted wall box  Semi concealed in ground box

No box required

Length Of New Pipe Required ?




0 - 2m  2 - 10m  10 - 20m

Excavation Option-Private land ?

- Selecting ‘**Configure Service**’, will take you to a list of questions which must be answered in the order they appear.
- How you answer a question may alter the options that are available to you in later questions.
  - E.g. If you select a U6 meter, you will only be able to select a U6 size of meter box.

## Create A New Order

---

- Mandatory questions have a yellow triangle  above the available answers. These will turn to a green  square when answered.
- Questions which have a green square  on them before you answer are optional questions where you can supply extra information if you have it.
- If you type an answer, press the 'Enter' key to allow that answer to be taken.

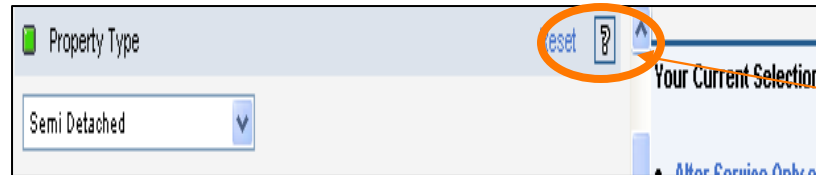



# Create A New Order

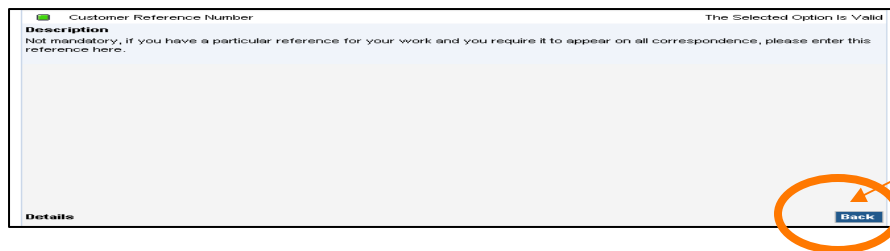
The screenshot shows a web form titled "Domestic Service Alteration". At the top, it says "Please configure your service requirements using the selections below. A Summary of your configuration can be found at the right hand side of the screen. To prevent errors, please answer the questions in the order that they are presented in". Below this, it states "Questions marked For further guidance please click on Help to the right of the screen". A red dot icon indicates "Some answers are not compatible; these are shown by the red circle. Please click ? icon for more details or use the Reset button". The form has a "General" tab and an "OFFICE USE ONLY" checkbox. There are three main sections: "Existing Meter Box", "New Meter Size", and "New Meter Box". The "Existing Meter Box" section has a red circle next to the "Existing Meter Box" radio button and a "Reset" button. The "New Meter Size" section has a "Reset" button. The "New Meter Box" section has a red circle next to the "New Meter Box" radio button and a "Reset" button. On the right side, there is a "Your Current Selection" panel showing a tree view of the configuration: Domestic Service Alteration > General > Property Type > Flat > Ownership Details > Owner of Property > Name of Consumer > Mr Smith > Existing Meter Size > U25 > Existing Meter Box > Built-In > New Meter Size > U25 > New Meter Box. At the bottom, it says "Once you have completed all fields please click Accept to proceed".

- If a red circle is displayed next to a question (s), this is because you have answered one of more of the questions out of order or gone back and changed the answer to a previous question which has rendered a later answer invalid.
- To fix this, select 'reset' alongside all the red dotted answers and re-answer them in the order they appear.

# Create A New Order



- If you require guidance on the question or possible answers, select the  icon alongside the question.



- This will open the help text which will explain the question and possible answers.
- Select 'Back' to close the help page and continue.

# Create A New Order

**General** OFFICE USE ONLY

Name of Consumer  Reset

Existing Meter Size

U6  U16  U25

No

Meter On Site

Existing Meter Box

Built-In  Surface Mounted  Semi-Concealed

None or Built by Customer  Wall Mounted Kiosk  Free Standing Kiosk

**Your Current Selection**

- Domestic Service Alteration
  - General
    - Property Type
      - Semi Detached
    - Ownership Details
      - Owner of Property
        - Name of Consumer
          - Mr Smith
    - OFFICE USE ONLY
      - Property Category
        - Domestic

- As you answer the questions, your answers will be displayed on the right hand side under 'Your Current Selection'.

## Create A New Order

---

- The cost of a standard Domestic New Connection depends of private land and whether the customer will provide any excavation:
  - 0 metres - Lowest cost. If your customer has no private land to be excavated (including 3<sup>rd</sup> party/ shared ownership land). This does not include the highway or public footpath.
  - 0 to 40 metres – Higher cost. If there is any private land to be excavated (including 3<sup>rd</sup> party/ shared ownership land) up to 40 metres. This does not include the highway or public footpath.
    - Above 40 metres private is non-standard and should be applied for appropriately.
  - Higher cost. National Grid to excavate, infill, insert etc as the work demands and backfill any excavations.
  - Lowest cost. Your customer can pre-excavate the new pipe route and backfill when National Grid have completed laying the service which is for a lower price.
    - Your customer can lay the correct ducting and leave this open either end for National Grid to insert our pipes if they cannot have an open trench.

## Create A New Order

---

- For Service Disconnections:
  - You can select the current meter on site as either:
    - U6 or standard domestic meter
    - Larger than a U6 meter
    - Unknown or no meter on site
  - The costing of the work is determined by the size of pipe.
    - E.G. If you select your customer has a U6 meter, the system will determine they have up to 63mm PE or 2" metal pipe and quote appropriately.
  - You will receive an online quote for most property types if the meter size is U6.
  - All other meter selections will provide an incomplete quotation which will be completed by National Grid after validations.
  - Any Meters must be removed before our engineers arrive on site.

## Create A New Order

---

- The costing for Alterations is dependant on the amount of new pipework required for the service alteration, who is reconnecting the internal pipe and relocating the meter, and who will provide the required excavations.
- Where the service alteration required is 1m or less e.g. you/ your customer are moving your meter back to back from the inside of your property to the outside, National Grid engineers will actually excavate any trench work necessary within 1m of our service pipe.
  - A lower price is charged if you/ your customer is arranging pre-excavation of the new route for the new pipe length. You should not excavate around the first metre around our pipe.
  - If you have selected to provide the excavation, you/ your customer must keep the excavation safe for all who have access to the site.
  - The excavation provider must comply with safe digging practices and the Health and Safety documents HS (G) 47 entitled Avoiding Danger from Underground Services..
  - You/ your customer must reinstate the excavation once National Grid have finished the work on the service pipe.
- Higher charges will apply if you request National Grid to provide any excavations.

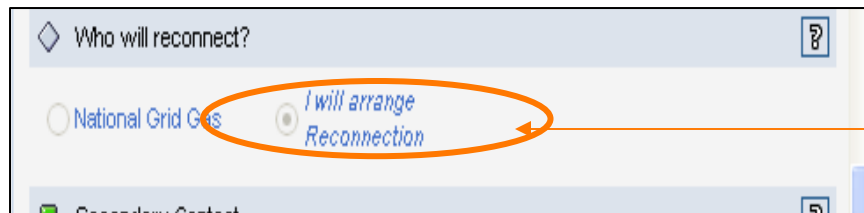
## Create A New Order

---

- When requesting a Domestic Service Alteration, as long as the work requirements mean reconnection can be done on the same day, you have two options for reconnection:
  - National Grid Gas
  - I Will Arrange Reconnection
- When selecting National Grid Gas to reconnect, we will relocate the meter and provide reconnection to the existing installation only up to the maximum of the alteration band as below.
  - 0 – 2m Alteration we will reconnect up to 2m new internal pipe.
  - 2 – 10m Alteration, we will reconnect up to 10m new internal pipe.
  - 10 – 20m Alteration, we will reconnect up to 20m new internal pipe.
  - If you require more internal pipe than your alteration band, please select 'I Will Arrange Reconnection' and arrange for a Gas Safe Registered Engineer to do this work.
  - We will only lay new internal pipe on the surface of an internal/external wall and will not lay internal pipe under floors, lift carpets etc. If your requirements are for this, please select 'I Will Arrange Reconnection' and arrange for a Gas Safe Registered Engineer to do this work.
  - We will not reconnect to new internal installations e.g. new appliances, boilers, gas pipe etc. If your requirements are for this, please select 'I Will Arrange Reconnection' and arrange for a Gas Safe Registered Engineer to do this work.
- When selecting or you have been auto-selected as 'I Will Arrange Reconnection', you will need to arrange relocation of the meter and the reconnection of internal gas pipes back to the appliances from the meter. A lower price is charged if you select this option.
- Please ensure your customers are aware of what we will and will not do and what you have arranged for on their behalf.

# Create A New Order

- Because we cannot always reconnect the meter and copper pipe work, the question ‘Who will reconnect?’:
  - If the new meter size is different to the existing,
    - *And/or*
  - If the existing meter size is ‘No meter on site’,
    - *And/or*
  - If the meter is moving from or to a Semi Concealed meter box and the new or old box is different.
    - The answer will be auto populated to be ‘I want to arrange my own reconnect’ and this cannot be changed.



The screenshot shows a web form with the title 'Who will reconnect?' and a help icon. Below the title, there are two radio button options. The first option is 'National Grid Gas' with an unselected radio button. The second option is 'I will arrange Reconnection' with a selected radio button. An orange oval highlights the selected option, and an orange arrow points from the text 'The answer will be auto populated to be ‘I want to arrange my own reconnect’ and this cannot be changed.' in the adjacent list to the selected option.



# Create A New Order

---

- For Alterations
- If the meter and meter box selections mean National Grid can reconnect the meter and pipe work on the same day, question ‘Who will reconnect?’:
  - Available answers are:
    - National Grid Gas
    - I will arrange reconnection



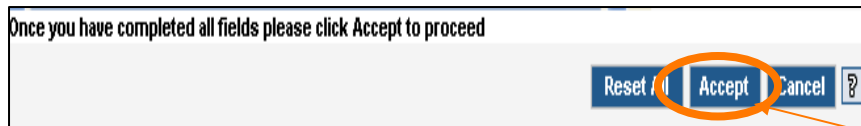
Who will reconnect?

National Grid Gas

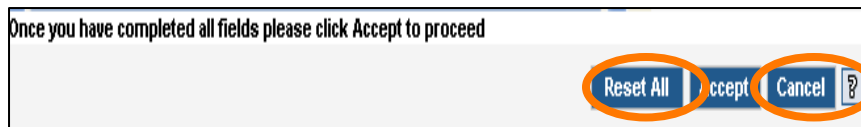
I will arrange Reconnection

# Create A New Order

---



- You **must** answer all of the mandatory questions.
- Once you have answered all of the mandatory questions, select '**Accept**' in the bottom right of the screen.



- You can instead select '**Cancel**' to leave the configuration or '**Reset All**' to clear all your answers and start again.

# Create A New Order

❗ At least one item is invalid / incomplete; check invalid items before continuing. [Go to the first invalid item.](#)

Line Item Number	Service	Quantity (1 only)	Description
10	202504	<input type="text" value="1"/>	Domestic Service Alteration <a href="#">Configure Service</a>

❗ The configuration for the product 202504 is incomplete. Mandatory information is required, please go / return to the configuration screen.

- If when you select ‘**Accept**’, you still get the message informing you that you haven’t completed the configuration.
  - This is because there is:
    - A red circle error message on some of the answers you provided.
      - Or
    - You have not answered all the mandatory questions.
- Re-enter the configuration and complete all the answers and correct any errors before selecting ‘**Accept**’ again.

# Create A New Order

Shopping Basket: In Progress

Warning! Please change your Delivery/Site Address  
For Multiple requests please add a site address encompassing all premises e.g. 1-20 Homer road.

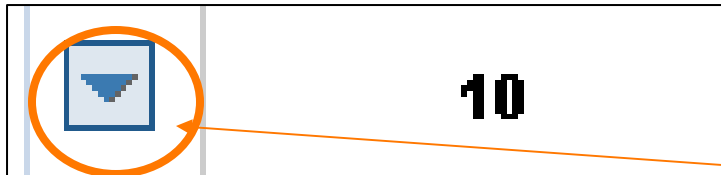
Delivery/Site Address: EAGA PLC.....Northampton

Additional Order Data

<input type="checkbox"/>	Line Item Number	Service	Quantity (1 only)	Description	<input type="checkbox"/>
<input type="checkbox"/>	10	202504	<input type="text" value="1"/>	Domestic Service Alteration <input type="button" value="Configure Service"/>	<input type="checkbox"/>
<input type="checkbox"/>		<input type="text"/>	<input type="text"/>		
<input type="checkbox"/>		<input type="text"/>	<input type="text"/>		

- When all of the answers are complete and you have selected '**Accept**', the following screen will be clear of any error messages.

# Create A New Order



- If you wish to make a comment on any of the items such as “Elderly occupier cannot reach control valve”, select the arrow button alongside the item.

A screenshot of a web form titled 'Additional Order Data'. It contains a table with the following data:

Line Item Number	Service	Quantity (1 only)	Description
10	202504	1	Domestic Service Alteration Configure Service

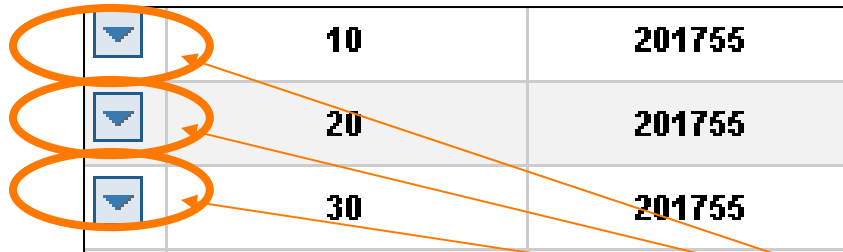
Below the table, there is a section for 'Your Service Details' with a dropdown menu set to 'Domestic' and a 'View' button. The 'Configure Service' button in the table is circled in orange.

- This will open the Additional Information box where you can type the relevant information.

A screenshot of a button bar containing four buttons: 'Update', 'Cancel', 'Go To Order', and 'Go To Template'. The 'Update' button is circled in orange.

- Select '**Update**' to save your entry.

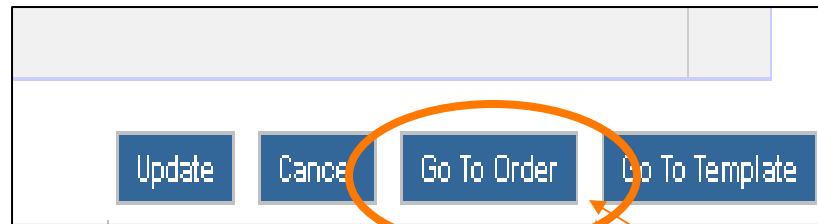
## Create A New Order



▼	10	201755
▼	20	201755
▼	30	201755

- When applying for multiple disconnections, the addresses for each of the properties will need changing.
  - Select the arrow button alongside the item that requires the change of address.
  - This will open both the 'Additional Information' box and the 'Change Address' option.

## Create A New Order



- When you have updated the 'Additional Information' (all services) and the addresses (disconnections only) you will need to complete the following steps to place your order:
  - select **'Go To Order'**
- You can also select **'Update'** to change the details of your order or **'Cancel'** to cancel it.
- **'Go To Template'** will take you to the order template facility where you can create new templates or load an existing one.

# Create A New Order

**Order Submission**

Please do not use the 'Back' button found on your browser at the top left of this screen

**Please submit Order/Quote or continue shopping**

**Not been given the option to pay?** Based on one or more of your answers, National Grid needs to carry out further checks before we can provide a firm quotation/price. Please note that you have not been given the option to pay. Please continue to submit this request to us so that we can progress it further.

**Delivery/Site Address:** EAGA PLC 9 The Lakes Northampton NN4 7HD

**Additional Order Data**

Line Item Number	Service	Quantity (1 only)	Description
10	202504	1 EA	Domestic Service Alteration
<b>Your Service Details:</b>		Domestic, W1	
<b>Delivery/Site Address:</b>		EAGA PLC 9 The Lakes Northampton NN4 7HD	

- Once you have selected '**Go to Order,**' if you are given a message informing you that you have not been offered the ability to pay, this is because some of your answers require validation by National Grid before a Quote can be given (and in some circumstances the request may be cancelled because the work is not possible under 'Standard Works').
- We may contact you or your customer for further information and will notify you of any hold up to producing your quotation or if the request needs to be cancelled.



# Create A New Order

- If an automatic quote can be given (and the order has a value) you will be taken to the payment screen where you can select your payment method.
- On the payment screen you can select:
  - **I want to pay later: Save this quotation/quotation charge**
    - Used when you only want a quotation.
  - **Credit Card Payment**
    - Used when you wish to pay by Debit or Credit card.
  - **Cheque**
    - Used when you wish to pay by Cheque.
  - **Electronic Payment**
    - Used when you wish to pay by BACCS or CHAPS.

# Create A New Order

The Total Gross Price is: 759.60 GBP

Method of payment

I want to pay later:  
save this  
Quotation/Quotation  
Charge

Payment Card

Cheque

Electronic Payment

Select this option if you would like a quotation only at this stage. Quotes are valid for 45 calendar days

Update Cancel Next

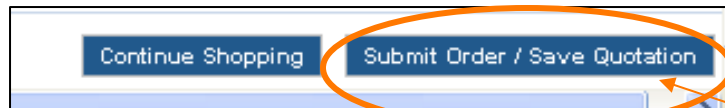
- As you select each payment method the instruction window will change alongside it.
- Once you have selected your payment method, select '**Next**' at the bottom right of the screen.
- You can also select '**Update**' to change entries on previous screens or '**Cancel**' to leave payment screen.

# Create A New Order



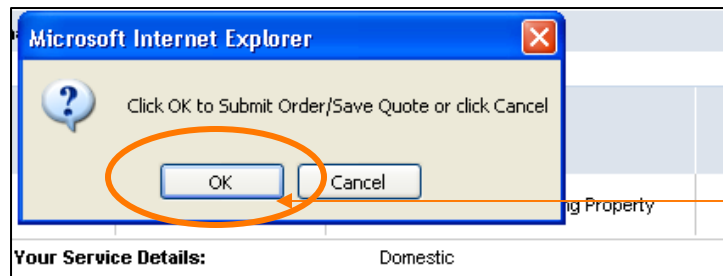
- If the value of the order is zero, the following screen will appear. The quotation may be zero value because the premises will have qualified for a Fuel Poor voucher under the Affordable Warmth Scheme.
- You have the option to either accept the quotation now or to receive the quote only.
  - If you accept the quotation now, when the order appears in our system we will validate the request and as long as what is requested is possible, the order will pass to our planning teams.
  - If request a quote only, you must return within 45 calendar days to accept it or the order will cancel. Once accepted the order will be validated and passed to our planning teams.

# Create A New Order



- To complete your order you need to:

- Select **'Submit Order / Save Quotation'**



- Select **'OK'** on the following popup.

# Create A New Order

**Confirmation of receipt**

**Thank you!**  
**We have received your Order/Quote request**  
Confirmation of your order will be e-mailed to you.

**Next Actions:-**  
**If you selected Non Standard Connections** - Thank you for accepting your order, please remember that if your request falls into Non Standard Connections Band 2 or 3, you will need to download the application pack from:  
<http://www.nationalgrid.com/uk/Services/Connections/online/guides/Index.htm>

<b>Order/Quote number:</b> <b>30274026</b> Created on 11/02/2010	Total Net Price: 452.00 GBP
	VAT: 0.00 GBP
	Total Gross Price: 452.00 GBP

**Additional Order Data**

**Payment Method**  
Selected Payment Method: Quote Only  
Please make a note of your reference number. You may return within 45 days to accept and pay for the quotation

Line Item Number	Service Description/Details	QTY	Total Item Net Price Unit Net Price
201751	New Service to Existing Premises Property Category: Domestic		

Print Close

- The following screen will display:
  - Your order number
  - Instructions on completing your payment (if applicable).
- National Grid will perform it's validation checks and as long as all is ok with this order it will be passed to planning.
  - If the order requires further information, National Grid will contact you or your customer to obtain the information.
  - If the order can't go ahead, National Grid will cancel the order and contact you.

# Create A New Order

1 Item(s) in the Shopping Basket

**Confirmation of receipt**

**Thank you!**  
**We have received your Order/Quote request**  
Confirmation of your order will be e-mailed to you.

**Next Actions:-**  
**If you selected Non Standard Connections** - Thank you for accepting your order, please remember that if your request falls into Non Standard Connections Band 2 or 3, you will need to download the application pack from:  
<http://www.nationalgrid.com/uk/Gas/Connections/online/guides/index.htm>

**Order/Quote number:** 30207213 Created on 12/01/2010

Total Net Price:	612.00 GBP
VAT:	0.00 GBP
Total Gross Price:	612.00 GBP

**Additional Order Data**

**Payment Method**  
Selected Payment Method: Quote Only  
Please make a note of your reference number. You may return within 45 days to accept and pay for the quotation

Line Item Number	Service Description/Details	QTY	Total Item Net Price Unit Net Price
10	<b>201751: New Service to Existing Premises</b> Property Category: Domestic Property Type: Semi Detached Ownership Details: Owner of Property Neighbour has a gas supply?: Yes Third Party Consent Required?: Consent not required Service Length (private land): 2 Excavation (private land): National Grid Gas to excavate New Meter Size: U6 New Meter Box: Built-In New Meter Location: front of property Site / Access Restrictions: None <b>Delivery/Site Address:</b> BRITISH GAS The Lakes Northampton NN4 7HD	1 EA	612.00 GBP 612.00 GBP / 1 EA

Print Close

- Once you have submitted the order, select '**Close**' in the bottom right of the screen.
- This will take you to the beginning where you can raise a new order for a new address.

# Create A New Order

**Confirmation of receipt**

**Thank you!**  
**We have received your Order/Quote request**  
 Confirmation of your order will be e-mailed to you.

**Next Actions:**  
**If you selected Non Standard Connections** - Thank you for accepting your order, please remember that if your request falls into Non Standard Connections Band 2 or 3, you will need to download the application pack from:  
<http://www.nationalgrid.com/uk/Gas/Connections/online/guides/index.htm>

**Order/Quote number:** 30207222 Created on 12/01/2010

Total Net Price: 0.00 GBP  
 VAT: 0.00 GBP  
 Total Gross Price: 0.00 GBP

**Additional Order Data**

**Payment Method**  
 Selected Payment Method

Please wait for 40 seconds to process your sales order within 45 days to accept and pay for the quotation

**Line Item**

Line Item Number	Service Description/Details	QTY	Total Item Net Price	Unit Net Price
10	<b>201751: New Service to Existing Premises</b> Property Category: Domestic Property Type: Semi Detached Ownership Details: Owner of Property Neighbour has a gas supply?: Yes Third Party Consent Required?: Consent not required Service Length (private land): 2 Excavation (private land): Customer to excavate New Meter Size: US New Meter Box: Surface Mounted New Meter Location: front of property Site / Access Restrictions: None <b>Delivery/Site Address:</b> BRITISH GAS Villiers S Preston PR1 7PB	1 EA	0.00 GBP	0.00 GBP / 1 EA

Print Close

- If you have submitted an order that is 'free of charge' e.g. under the Affordable Warmth scheme, when you select '**Close**' a pop-up will appear warning you not to access the sales order for 40 seconds while it updates.
- You can select '**OK**' and continue to raise more orders.

## Create A New Order

---

- Once you have submitted your order, a Quotation letter will be emailed to your account.
  - If validation is required on an order where you were not given the option to pay, a Quote letter will be emailed within two working days as long as the work can be quoted for and there is no outstanding information requirements.



## Returning to accept an order

Business to Business Self-Service  
Transactions | Catalogue

Transactions Services

Document Type: Order/Quote

Status: Any

Creation Date: Yesterday

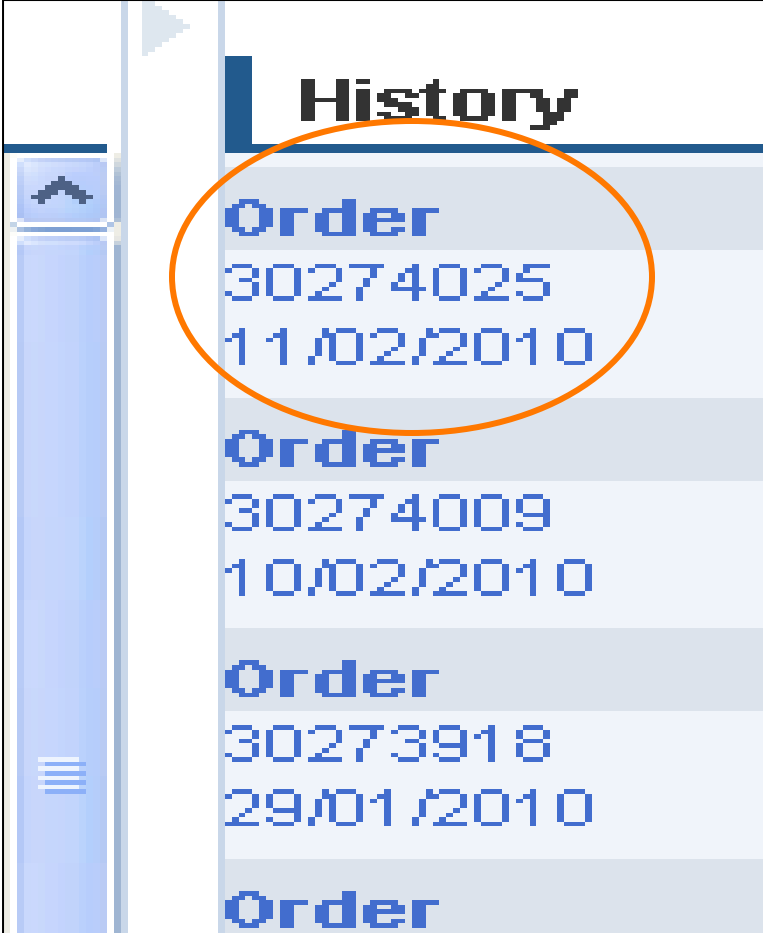
Service Details: Order/Quote Reference

Reference Number: 30274026

Go

- To accept and pay for your order, you can locate it in three ways.
  1. The easiest is to use the quotation letter number and enter it in the 'Reference Number' field on the left and select **'Go'**.

## Returning to accept an order



History	
Order	30274025 11/02/2010
Order	30274009 10/02/2010
Order	30273918 29/01/2010
Order	

2. If you haven't raised many orders, the most recent ones will be in the History column on the right.
  - Select on the one you wish to accept to open it.

## Returning to accept an order

The screenshot shows two search filter boxes. The top box is titled 'Transactions' and the bottom box is titled 'Transactio'. Both boxes have a 'Status' dropdown menu open. In the 'Transactions' box, the 'Creation Date' dropdown is also open, showing a list of date-related options. The 'Status' dropdown in the 'Transactio' box shows a list of various order statuses. A 'Go' button is located at the bottom right of the 'Transactio' box.

3. If the order does not appear in the 'History' column or you haven't got the order number, you can look for it using the 'Transactions box' on the left. You can search by:

- ◆ Date created, or a range of dates
- ◆ Status and select a status e.g. **'Quote Produced'** from the list.

# Returning to accept an order

The screenshot shows a search interface with the following fields:

- Document Type: Order/Quote
- Status: Any
- Creation Date: In Period
- From: 07/02/2010
- To: 11/02/2010
- Service Details: Order/Quote Reference
- Reference Number: (empty)

The **Go** button is circled in orange.

- If you are searching by date or status, select **'Go'**

6 Documents Found

Order/Quote Reference	Creation Date	Site Postcode
30274026	11/02/2010	NR3 2JN
30274025	11/02/2010	NN4 7HD
30274009	10/02/2010	NN4 7HD
30274008	10/02/2010	NN4 7HD
30273994	09/02/2010	LE10 0JD
30273954	08/02/2010	E3 4PP

- Open your order from the results list by selecting it.

# Returning to accept an order

**View Shopping Basket**

Order / Quote Reference: 30274025 Sales District: East Midland Network

**Status:** Quote Produced  
EASA

**Delivery/Site Address:** PLC.....Northampton

**Quotation Expiry Date:** 28/03/2010

**Acceptance Expiry Date:** 11/06/2010

**Sent For Survey Date:**

**Planned Commencement Date:**

**Planned Substantial Completion Date:**

**Planned Final Completion Date:**

**Actual Substantial Completion Date:**

**Actual Final Completion Date:**

**Total Net Price:** 2,568.00 GBP

**VAT:** 449.40 GBP

**Total Gross Price:** 3,017.40 GBP

**Design Charge Status:**

**Easement Status:**

**Legal Easement Status:**

Description of Works/Comments

<input type="checkbox"/>	<input type="checkbox"/>	Line Item Number	Service Number	Description	Creation Date	Total Item Net Price Unit Net Price	Line Item Status	MPRN
<input type="checkbox"/>	<input type="checkbox"/>	10	201755	Service Disconnection	11/02/2010	642.00 GBP 642.00 GBP / 1 EA	Sales Order Created	

Print Accept Quote Close

- Once you have opened the order you wish to accept and pay for, this screen will appear.
- The Status of the order must be Quote Produced for you to be able to accept the order.
- The expiry dates of the order are:
  - 45 Days from Quote Produced if not accepted and paid for.
  - 120 Days from acceptance if not ready to be planned.
- The total value of the quote will be displayed with a breakdown of VAT or other charges is displayed.

# Returning to accept an order with a value

		10	201755	Service Disconnection 	11/02/2010	642.00 GBP 642.00 GBP /1 EA	Sales Order Created
--	--	----	--------	---------------------------	------------	--------------------------------	---------------------

- A list of all the items on the order can be seen at the bottom of the screen.
- You can view what has been asked for by selecting the spanner icon.
- You can check the address plus any additional comments by selecting on the downwards arrow.

		10	201755	Disconnection 	11/02/2010	642.00 GBP 642.00 GBP /1 EA	Sales Order Created
--	--	----	--------	-------------------	------------	--------------------------------	---------------------

Print **Accept Quote** Close

- To accept and pay for the order, select the **'Accept Quote'** icon

# Returning to accept an order with a value

1 item(s) in the shopping basket

Order: 30399523 from 06/01/2011

Payment Method

The Total Gross Price is: 0.00 GBP

Method of payment

I want to pay later:  
save this Quotation/Quotation Charge

Payment Card

Cheque

Electronic Payment

Please enter the card details below

Card Type: Please Select

Name on Card: [Text Field]

Cancel Next

- When you have selected **‘Accept Quote’**, you will be taken to the payment screen where you can select a payment method.
- Once you have selected a payment method (and entered your card details if paying by card), select next at the bottom of the screen.
- Select **‘OK’** on the pop up message to agree to submit payment.

Microsoft Internet Explorer

Click OK to proceed or click Cancel

OK Cancel

# Returning to accept an order with a value

Confirmation of receipt

**Thank you!**  
**We have received your Order/Quote request**  
Confirmation of your order will be e-mailed to you.

**Next Actions:**  
**If you selected Non Standard Connections** - Thank you for accepting your order, please remember that if your request falls into Non Standard Connections Band 2 or 3, you will need to download the application pack from:  
<http://www.nationalgrid.com/uk/Gas/Connections/online/guides/index.htm>

Order/Quote number:	30274025	Total Net Price:	2,568.00 GBP
		VAT:	449.40 GBP
		Total Gross Price:	3,017.40 GBP

**Additional Order Data**

**Payment Method**  
Selected Payment Method: Electronic Payment  
Your order will be processed on receipt of your payment.  
Please pay 'National Grid Gas plc', Account Number: 20615919 and Sort Code Number: 207762.  
Please quote the order number above as 'reference'. Please send your remittance advice to:  
National Grid  
Po Box 590  
9 The Lakes  
Bedford Road  
Northampton  
NN4 7XE

Or Email:  
Rox: TMRSHQ.Banking@uk.ngrid.com

Print Close

- Successful payment on selecting '**Next**' will take you to the order confirmation screen which will inform you what to do next with your selected payment method.
  - The order will be 'Quote Accepted' if paid for by card.
  - The order will be 'Online Accepted' (awaiting for payment to arrive) if paid for by BACS or Cheque.
- Once payment has been received the order will be 'Quote Accepted' and passed to the validation team to determine if the work is possible or not.
  - If the work is possible it will pass to the planning team.
  - If the work is not possible, you will be informed and the order cancelled and any refund arranged.



# Returning to accept an order with zero value

Line Item Number	Service Number	Description	Creation Date	Total Item Net Price	Unit Net Price	Line Item Status	MPRN
10	201751	New Service to an Existing Property	05/08/2011	0.00 GBP	0.00 GBP / 1 EA	Sales Order Created	

Print Accept Quote Close

- For orders with a zero value:
  - Select **'Accept Quote'** at the bottom of the page.

- On the following screen

- Select **'Yes'** to accept the quote.

Business to Business Self-Service  
Transactions | Catalogue | 1 Item(s) in the Shopping Basket

Order: 30550275 from 05/08/2011

Payment Method

The Total Gross Price is: 0.00 GBP

Do you wish to accept this online quote and proceed with the work?

Yes  No, I want a quote only

Cancel Next

- Select **'Next'** at the bottom of the screen.

- Select **'Ok'** on the pop up.

# Returning to accept an order with zero value

The screenshot shows the National Grid Business to Business Self-Service portal. The main content area displays a 'Confirmation of receipt' for an order. The order details are as follows:

Order/Quote number:	Total Net Price:
30550275	0.00 GBP
	VAT:
	0.00 GBP
	Total Gross Price:
	0.00 GBP

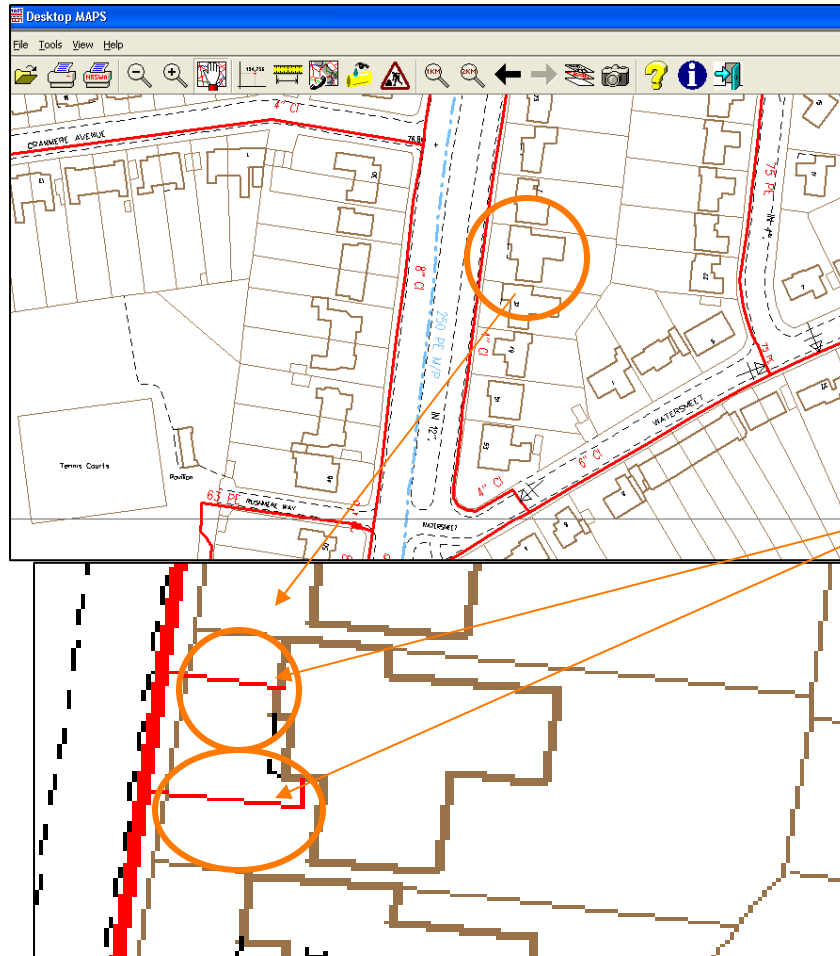
Additional Order Data:

Your order will now be validated. Once validated it will either pass to the planning process or we will contact you to discuss the next steps.

Line Item Number	Service Description/Details	QTY	Total Item Net Price Unit Net Price
201751	New Service to an Existing Property Your Configuration: GENERAL Property Type: Semi Detached Property ownership details: Owner of Property		

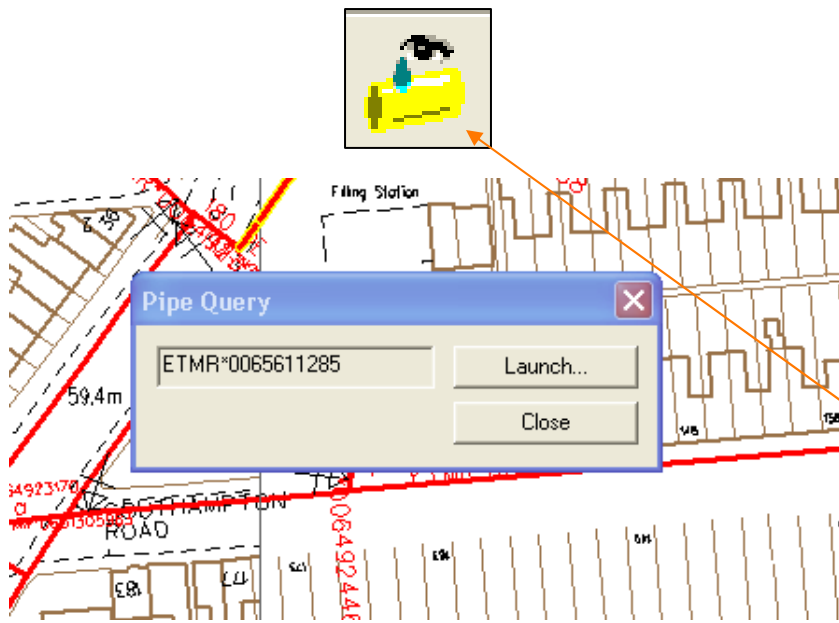
- For orders with a zero value there is no requirement for any monies to be sent.
- The order will now be **‘Online Accepted’** and pass to the validation team to determine if the work is possible or not.
  - If the work is possible it will be changed to **‘Quote Accepted’** and pass to the planning team.
  - If the work is not possible, you will be informed and the order cancelled.


# Validation



- At National Grid we use Desktop Maps as well as other in-house systems to validate customer requirements.
- Domestic New gas services are quoted from the road/path where the nearest gas main is (red line on map) to the front of the building from the road or up to 2m along the side.
- The gas service must terminate on an external wall either inside or outside the property.
- Gas service length is measured from the property boundary nearest our gas main to the service termination position on the property wall.
- Written consent must be provided if the route of this pipe/meter box will be crossing 3<sup>rd</sup> party or shared ownership land.
- To qualify for standard charges, the property boundary nearest our main must be with 23m and the maximum length of service pipe allowed across the private land (boundary to pipe termination) is 40m.
- If the work falls outside standard charges it will be subject to a bespoke quotation and quotation charge

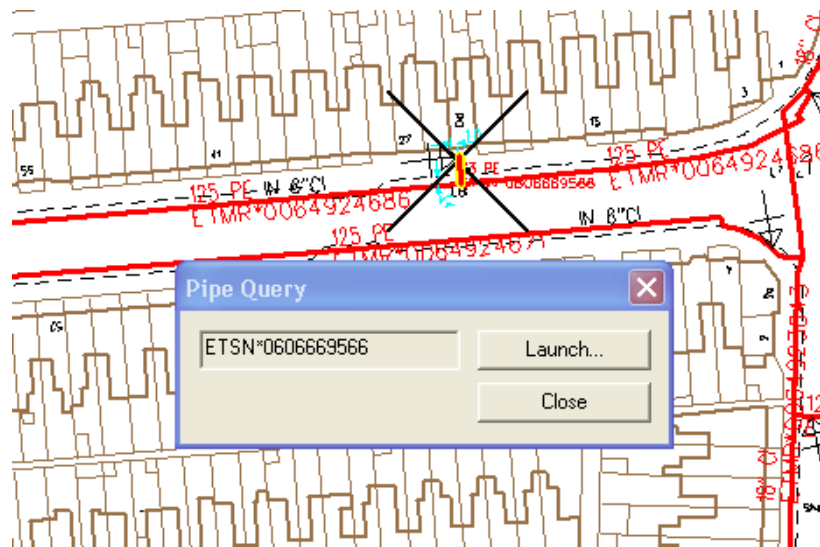
# Validation



- You can only raise an order from a **Main**. This will be pre-defined with the network identifier e.g. ET followed by **MR** for **Main** and the pipe number as below.
- For domestic customers, National Grid will only work on:
  - Red pipes which are Low Pressure
  - Blue pipes which are Medium Pressure
- To identify what pipe National Grid will be working on, hover the  icon above the nearest pipe at the front of the property to identify it's network and identity.
  - Only pipes that begin with these letters are National Grid owned. All other work must be applied for to the correct owner.

Pipe ID	Network
KT	London
CT	North West
FT	West Midlands
ET	East Midlands
HT	East Anglia

# Validation



- A pipe that is not a main will be identified as e.g. ETSN. Bullets/graphic can appear on either side of the page
- If the pipe is SN or any other identifier contact your National Grid designated contact for guidance before raising an order from the pipe.

## Validation

---

- We will check our in-house systems for any service pipes to your requested property and whether they are indicated on our systems as 'live' or 'dead' (have gas or not).
  - If you are applying for an Alteration or disconnection, the service pipe must be 'live'.
  - If you are applying for a New Service any service pipe must be 'dead'.
- If we identify a pipe to be the wrong status on our systems, we will contact you/your customer to order a free 'Live or Dead Check' before we continue with your order.
  - If the 'Live or Dead' check identifies the pipe as being the wrong status for the work requested e.g. live when applying for a new service, advise of us of the outcome and we will cancel the request and refund any monies paid.
  - If the 'Live or Dead' check identifies the pipe as being the correct status for the work requested, advise us of the outcome and we will continue processing your order.

## Validation

---

- You or your customer must order the meter/meter replacement when a plan date is given.
- National Grid will assume permission has been granted by any 3<sup>rd</sup> party/ shared ownership land owners as part of the agreed Terms and Conditions of the order.
  - You or your customer must obtain and provide any written consent for use of 3<sup>rd</sup> party/ shared ownership land before we will do the works. Consent will be required for:
    - Laying/route of pipe
    - Position of Meter box/kiosk.
- You must arrange for your customer or their representative to be on site at the start of the work to agree the work and discuss variations if they occur.
  - Any financial variations must be agreed with you before work can continue e.g. provision of a meter kiosk when it was not on the original order.

# Validation – Domestic Service Alterations

---

- The validation requirements for standard work Alterations are.
  - Your Customer is in a National Grid Network.
  - Your Customer has a Live gas supply
  - Your Customer is a domestic customer
  - The customer has written permission for any work in third party or shared ownership land including for the laying of pipe or position of the meter box.
  - The end consumer name.
  - Your Customer requires the meter or pipe move to require no more than 20 metres of new pipe work from it's current termination point.
  - If your customer is arranging pre-excavation, they must not excavate within 1 metre of the pipe location but must excavate the rest of the new pipe route. They should follow HSG 47 guidelines when pre-excavating.
- Please ensure your customers are aware of what we will and will not do and what you have ordered on their behalf.



# Validation – Domestic Service Alterations

- When requesting a Domestic Service Alteration, as long as your work requirements mean reconnection can be done on the same day, you have two options for reconnection:
  - National Grid Gas
  - I Will Arrange Reconnection
- When selecting National Grid Gas to reconnect, we will relocate the meter and provide reconnection to the existing installation only up to the maximum of the alteration band as below.
  - 0 – 2m Alteration we will reconnect up to 2m new internal pipe.
  - 2 – 10m Alteration, we will reconnect up to 10m new internal pipe.
  - 10 – 20m Alteration, we will reconnect up to 20m new internal pipe.
  - If you require more internal pipe than your alteration band, please select 'I Will Arrange Reconnection' and arrange for a Gas Safe Registered Engineer to do this work.
  - We will only lay new internal pipe on the surface of an internal/external wall and will not lay internal pipe under floors, lift carpets etc. If your requirements are for this, please select 'I Will Arrange Reconnection' and arrange for a Gas Safe Registered Engineer to do this work.
  - We will not reconnect to new internal installations e.g. new appliances, boilers, gas pipe etc. If your requirements are for this, please select 'I Will Arrange Reconnection' and arrange for a Gas Safe Registered Engineer to do this work.
- When selecting or you have been auto-selected as 'I Will Arrange Reconnection', you will need to arrange relocation/replacement of the meter and the reconnection of internal gas pipes back to the appliances from the meter.
- Please ensure your customers are aware of what we will and will not do and what you have arranged for on their behalf.

## Validation – Domestic New Service

---

- The validation requirements for Domestic New Service are:
  - Your Customer is in a National Grid Network.
  - Your customer is requiring a supply for domestic use.
  - The customer has written permission for any work in third party or shared ownership land including for the laying of pipe or position of the meter box.
  - The end user consumer name.
  - There is no existing live supply to the property validated on Xoserve.
  - The meter position is no more than 40 metres across open private land from the property boundary towards the nearest main.
  - The property boundary is no more than 23 metres from a National Grid main.
  - If your customer is arranging pre-excitation, they must pre-excite all of the new pipe route on the private land only. They should follow HSG 47 guidelines when pre-excavating.
  - The Meter position must be along the front elevation of the property parallel to our pipe or up to 2m along the side of an external wall.
  - The meter position is to be no more than 3m above the ground.
  - Supplies for New Build premises must also have submitted detailed site plans as produced by an architect (not a desk top map and not a floor plan).
  - Pipes cannot be laid under buildings or into concrete.

# Validation – Disconnect Existing Gas Service

---

- The validation requirements of a Service disconnection are:
  - All gas meters must be removed from site before National Grid arrives.

## Validation – Incomplete Orders

---

- Some Work requirements are not always possible for New Connections, Disconnections and Alterations e.g. for some flats. These orders will not always provide an instant quotation online as National Grid will need to validate the work can go ahead. These orders will be Incomplete Quotation status on creation.
- U16 or U25 meter kiosks are an extra charge and will be added to the value of the quotation. This means these orders will require National Grid Validation before a quote is given.
  - These orders, if they can be quoted will be moved to Quote Produced status and you can then log back in and accept them.
- All submitted paid for orders will be validated against National Grid's systems to ensure what has been applied for can go ahead. Sometimes a site survey may be required to clarify or confirm requirements.
- Any order that cannot go ahead will be cancelled and this communicated back to you. Any entitled refund will be arranged.

## Validation – Non Standard

---

- On National Grid Validation, the work may be identified to not be standard but instead non-standard criteria.
- Non Standard work requires the payment of a Quotation Charge to cover the additional costs of providing a quotation.
- You can only apply for the Quotation Charge online and the quotation itself is produced by National Grid.
- To determine whether the work is standard or non-standard, please check your customer's requirements against the table on the following screen.

# Validation – Non Standard

- Non Standard Criteria is in the orange boxes.

SERVICE CATEGORY	CRITERIA	BAND	QUOTATION CHARGE
<b>New Gas Connection</b>	<ul style="list-style-type: none"> <li>Property is used wholly or mainly for domestic purposes</li> <li>Single connection only</li> <li>Neighbour has a gas supply</li> <li>Pipe to be laid on private land does not exceed 40m</li> <li>Required load does not exceed 275KW</li> </ul>	Domestic Standard Connection/ Alteration	No additional quotation charge
<b>Alter Existing Gas Connection</b>	<ul style="list-style-type: none"> <li>Where length of new additional pipe required between new and old position is equal to or less than 20m<sup>1</sup></li> </ul>		
<b>Non Standard Gas Connection</b>	<ul style="list-style-type: none"> <li>Any Domestic New connection that does not meet the New Gas Connection criteria (see above) and where the load does not exceed 695KW</li> <li>Any Non Domestic New Connection where the load does not exceed 695KW</li> <li>Single Connection only</li> <li>Pipes to be laid on private land does not exceed 40m</li> <li>Neighbour has a gas supply and is within standard distances<sup>3</sup>.</li> </ul>	Band 1	£277 <sup>2</sup>
<b>Non Standard Gas Connection</b>	<ul style="list-style-type: none"> <li>Any Non Domestic New Connection where the load is greater than 695KW but does not exceed 1733KW</li> <li>Single or Multiple connections</li> <li>Domestic New Connection above standard distances<sup>3</sup> where the load does not exceed 1733KW</li> <li>Where connection requires pipework exceeding standard distances<sup>3</sup></li> </ul>	Band 2	£400 <sup>2</sup>
<b>Non Standard Alteration</b>	<ul style="list-style-type: none"> <li>Non Domestic Alterations where the load does not exceed 1733KW</li> <li>Domestic Alterations for loads greater than 695KW</li> <li>Domestic Alterations above standard distances<sup>1</sup> where the load does not exceed 1733KW</li> </ul>		
<b>Non Standard Gas Connection</b>	<ul style="list-style-type: none"> <li>As per band 2 but where load exceeds 1733KW</li> </ul>	Band 3	£553 <sup>2</sup>
<b>Non Standard Alteration</b>	<ul style="list-style-type: none"> <li>As per band 2 but where load exceeds 1733KW</li> </ul>		

Please click here to [continue with your online quotation request](#).

For any work requests that are categorised as 'sufficiently complex' bespoke Design & Study charges will apply (sufficiently complex works are defined in National Grid's [Distribution Connections Charging Methodology](#)).

1. Standard alteration distance is up to 20m between new and old meter position requiring no more than 20m of new additional pipework.

2. Excluding VAT. Effective from 1 January 2010.

3. Standard distances are where the pipe to be laid is less than 23 metres on public land and less than 40 metres on private land.

## Contact Us

---

- Any Questions?
- Please contact National Grid on:
  - Phone 0870 9039999 or
  - Email to [cos.enquiries@uk.ngrid.com](mailto:cos.enquiries@uk.ngrid.com)