

Guide to
requesting Meter
Box Spares or
repairs

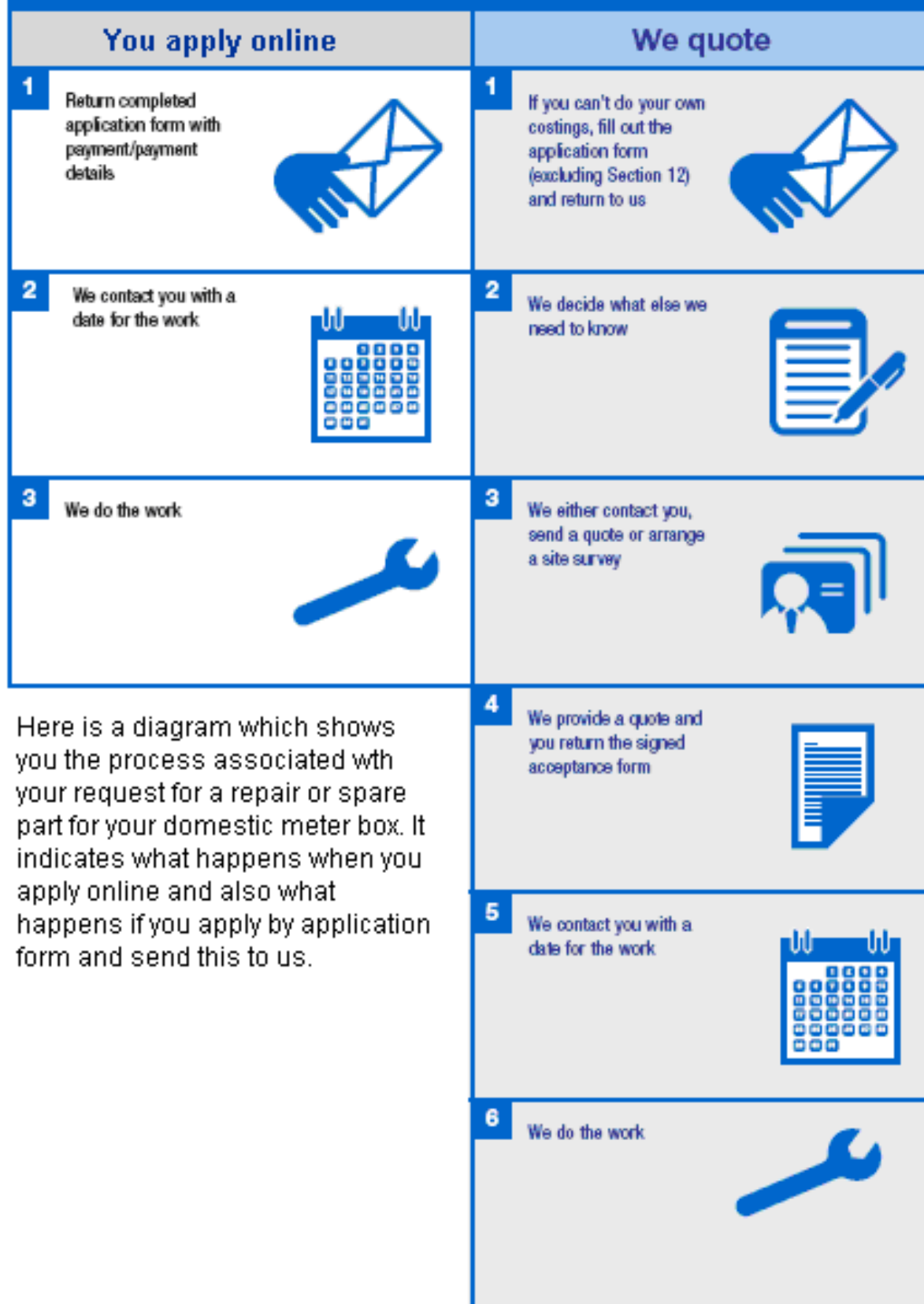
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Repairing or ordering spare parts for your domestic meter box - what



Introduction

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.

This booklet is designed to help you answer questions you may have when applying online for a repair or spare part for your domestic meter box.

Why do I have to pay for this service?

Under the Gas Act 1996 the meter box is part of the fabric of the property and as such it is the responsibility of the property owner/occupier to ensure it is adequately maintained. All repair / replacement work is chargeable.

In some cases the engineer may not be able to just replace the cover. A full box, including back plate may be required. This however will not be determined until the engineer attends the site. In these cases, you would be contacted to discuss the options and charges.

As part of meter box repairs and spares, we do not fit Meter Boxes for Semi Concealed or Built In meters. We only supply the Meter Box Door

Completing the application Online

Section 1 (Site details)

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)





Select Domestic Meter Box Spares.

You will be asked questions that will determine the charge you will be given. We recommend you obtain the answers to the following questions before starting to make your online application.

■ Question 1 (Product service)

This question is regarding the product or service you require.

Please select which product you require e.g. Surface mounted Wall box with back plate). The following pictures may help you determine your requirements

<p>Supply and Install Surface Mounted Wall Box door and cover (Incl. Back Plate)</p> <p>Supply and Installation of a Surface Mounted Wall Box door and cover including the back plate (as pictured)</p>	
<p>Supply and Install Surface Mounted Wall Box door and cover (Excl. back plate)</p> <p>Supply and Installation of a Surface Mounted Wall Box door and cover excluding back plate (as pictured)</p>	
<p>Supply and Install Surface Mounted Wall Box Door (Mk2. Full Door)</p> <p>Supply and Installation of a Surface Mounted Wall Box door (Full Door Model as Pictured)</p>	
<p>Supply and Install Surface Mounted Wall Box Door (Mk1. Half Door)</p> <p>Supply and Installation of a Surface Mounted Wall Box Door (Half Door Model as Pictured)</p>	

<p align="center">Supply and Install Semi Concealed in Ground Box Door</p> <p align="center">Supply and Installation of a Semi Concealed in Ground Box Door (As Pictured)</p>	
<p align="center">Supply and Install Built In, Recessed in Wall Box Door</p> <p align="center">Supply and Installation of a Built In Recessed in Wall Box Door (as Pictured)</p>	
<p align="center">Supply and Install Vandal Resistant Meter Box Door (Built in Recessed in Wall Boxes Only)</p> <p align="center">Supply and Installation of a Vandal Resistant Meter Box Door for Built in Recessed in Wall Boxes Only (As Pictured)</p>	
<p align="center">Supply and Install Pregnant Meter Box Door (Electronic Token Meters Only)</p> <p align="center">Supply and Installation of a Pregnant Meter Box Door for Electronic Token Meters Only (As Pictured)</p>	
<p align="center">Repair Work to Meter Box (Includes supply and installation of Hinge/Pins, Locks and Door Keys – This applies to all box types. Does not incl. new doors, covers)</p> <p>Repair work to Meter Boxes which includes supply and installation of hinges & pins, Locks and Door Keys, this applies to all meter box types, however does not include new doors or covers. (As Pictured)</p>	
<p align="center">Supply Only – Meter Box Hinge Pins or Locks (Via Post Only)</p> <p align="center">Supply only of Meter box Hinge pins, or locks sent via post only. (As Pictured)</p>	

▪ **Question 2 (Meter Location)**

You have 30 characters to describe, in as much detail as possible, where your meter is currently situated. This field is not mandatory but if populated it will aid us in quoting your work.

▪ **Question 3 (Enter MPRN)**

If unsure you can find this on your gas bill as an 'M' number or alternatively you can contact the MPRN help line on – 0870 608 1524. This field is not mandatory but if populated it will aid us in completing your work.

▪ **Question 4 (Contact Address)**

If you have an alternative Contact address, please enter it here. This field is not mandatory but if populated it will aid us in contacting you.

▪ **Question 5 (Daytime telephone number)**

Enter an alternative daytime telephone number here if you have one. This field is not mandatory but if populated it will aid us in contacting you.

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

▪ **My meter box is not a domestic box, how do I get it repaired or replacement parts?**

Consumer Direct will be able to assist you. Visit www.consumerdirect.gov.uk or call them on 08454 040506.

▪ **What is an MPRN?**

A Meter Point Reference Number (MPRN) is the connection point where a meter would be installed onto our pipework. This is often displayed on your gas bill as an M number; however you may also find this information on the yellow label attached to your gas meter.

Alternatively you can call the MPRN helpline on **0870 608 1524**.

▪ **If I order a spare part, how long will it take to arrive?**

It will be posted to you within 5 working days of receipt of payment via Royal Mail. Please allow for transition time.

▪ **If I order a repair to my meter box, how long will it take to be fixed?**

The work will be carried out within 10 working days of us receiving your payment and acceptance of the work.

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

Arrival on site is anytime between the hours of 8am and 5pm.

▪ **How long will it take?**

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

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

You are only required to be there if the repair involves a back plate as the engineers will need to access the opposite side of the wall; if it does not require a back plate then you do not need to be there.

▪ **When National Grid repair my meter box, can they move my meter position at the same time?**

No. If you would like to move the meter/ pipework then you will have to apply for a [Service Alteration](#) so that the pipework can be adequately adjusted. You can apply for a Service Alteration online at www.nationalgrid.com/gas/connections

▪ **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?**

A site survey is not required for this work. Any variation to what you request will be identified by the engineer if a repair is ordered.

- **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/>

- **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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BX11 GEY

BX60 Y10

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