

Step by step guide to applying for a new Domestic gas service pipe

Guidance notes to help complete the application form

The numbers below refer to the numbered sections on the application form.

1. **Site Address** – This is the address where the proposed works are to take place. Please ensure the correct postcode is provided. Delays will occur if the correct contact details, including contact telephone number are not provided. It would be appreciated if you are able to provide an email address for all written correspondence as this will help to reduce damage to the environment.
2. **Correspondence Address (Optional)** – Only complete this if you require all correspondence to go to an address that is not the site address.
3. **Secondary Contact (Optional)** – A secondary contact is someone you allow us to talk to about your work. For data protection purposes, we will not discuss job matters with anyone else unless you have named them as your secondary contact. Please note that only the person who requested the work or the person named as a secondary contact will be able to make any variations to the order. You can enter a business name if you are happy for us to discuss work with a particular company e.g. your builders.
4. **Your Own Reference (Optional)** - Please enter your own reference in the box provided if you have one that you wish to appear on all correspondence.
5. **Property Details** – Please indicate:
 - a. If the service required is for an existing property or whether it is for a new build property. If you are extending your property and currently do not have gas, select 'Existing'.
 - i. If the property is a new build, you must send detailed site plans in order for us to provide a quotation. Your application will be on hold until the plans are provided. You should also register the property with the post office as this will assist you when arranging installation of your meter.
 - b. If you are the owner, occupier of the property or are a business or other organisation arranging the works.
 - c. The type of property where the works are taking place, e.g. detached, semi-detached.
 - d. The name of the current or future occupier of the property if this is known.
6. **New Meter Requirements** – Select the meter size you intend to order from your chosen Gas Supplier. National Grid Gas does not provide or install the gas meter. If you are unsure about which meter you require, please contact a Gas Safe Registered engineer for guidance. Additionally National Grid Gas does not carry out any installation of internal pipework, boilers, appliances etc.
7. **Meter Box Requirements** – Select your required meter box as shown in the 'Types Of Meter Installation' guide enclosed in this pack.
 - a. National Grid **does not** provide or install Built In, Recessed In Wall (cavity) meter boxes. You must obtain this yourself and arrange for its correct and safe installation before National Grid can commence works.
 - b. National Grid **does not** install concrete bases for Free Standing Kiosks. This must be provided by you before National Grid can commence works.
 - c. If you are building your own enclosure or the meter will be inside the property, this must be permanent and weather proof before National Grid can commence works. Please contact us if you require dimensions of meters

- 8. Service Length** – The service pipe will terminate on the front of the property (as viewed from the public road or footpath) or up to 2 metres along the side. It can terminate inside or outside the building on an external wall.

The service length required is a measurement of the distance between the proposed meter position and the property boundary closest to the public road or footpath. This measurement is applied to private land only. Please measure a route that avoids drains or other permanent features that may be present. Record this measurement in the box provided. If you have no private land between the meter position and the public footpath or road, please record zero in the box.

- 9. Service Pipe Details** – National Grid can do all the required work including any excavation and reinstatement across your private land for the laying of our service pipe. If you wish National Grid to do this, select '**National Grid Gas**'.

For a reduced charge, you can elect to excavate the service route. Please select '**Arrange Other Option**' if you wish to arrange this work yourself. Your excavation must be completed before National Grid engineers arrive on site to carry out the works. National Grid will lay the service pipe in the excavation and place appropriate fine fill material and marker tape around the pipe. The remainder of the backfill and all of the surface reinstatement work will be your responsibility. Please follow the instructions provided in the 'Notes for pre-excavation of trenches private land only' document within this pack. This service is unavailable where work is required on third party land or if the property is in shared ownership e.g. flats, maisonettes etc, select **National Grid Gas** in these instances.

- 10. Additional Information (Optional)** - Please populate any relevant additional information to your application in the box provided, e.g. password for access.

Minimum Information (Non Optional)

You must supply all of the following information when submitting your application. If you do not supply all the required information, there may be delays in processing your application.

- **Completed application form** including full contact details, including contact telephone number. All questions not marked as (optional) must be answered.
- **Consent form signed by all affected parties** where consent is required for the installation of service pipe or the meter housing on third party or shared ownership land. If you do not own the property for which the works are proposed, you must obtain permission from the owner.

In addition if your application is for a New Build property.

- **Please provide detailed site plans and a ground location plan** showing the new build property in relation to the road to progress your order.

If you require any assistance or advice, please contact us on **0870 903 9999** and we will be happy to help.

We look forward to being of service.

DOMESTIC CONNECTIONS